



Job Title: Regional Headend Manager - PA
Department: Engineering
Reports to: Director of Headend Engineering
FSLA: Exempt

General Description of Position:

The Regional Headend Manager is responsible for managing and coordinating the daily job functions of Headend Technicians and Engineers, and the daily operations of Atlantic Broadband headends and hubs in Pennsylvania, Western Maryland, West Virginia and New York. Establishes performance goals and monitors progress through coaching, mentoring, and career development. Assists in the planning and implementation of new product introductions. Interprets, maintains, and installs network management systems. Leads assigned projects and ensures that they are finished on time and in adherence to the budget. The position is also responsible for critical facilities management, including standby generators, uninterruptible power supplies (UPS's), DC power plants, and HVAC equipment in all headends and hubs. The Director will work cross functionally with Engineering, Field Operations and other departments as necessary.

Essential Responsibilities:

- Directing the day-to-day activities of a team of headend supervisors and technicians.
- Assists field and headend technicians with technical problems.
- Assists with the development of and responsible for the execution of headend standardization plans including, but not limited to consistency of operations in equipment maintenance recordkeeping, metrics reporting, operating procedures, equipment, rack and cable labeling, space planning, inside cable plant layout, AC and DC powering, standby powering and HVAC.
- Responsible for managing engineering activities that maintain and enhance the company's telecommunications hardware and software platforms.
- Coordinate, collaborate and consult with peers regarding engineering design, technical operations and strategic planning for new product development and deployment to ensure optimal customer experiences.
- Partners with senior management to prepare the department budget.
- Reviews designs and equipment selections, and provides recommendations as necessary.

Minimum Job Requirements:

- Bachelor's degree in engineering, information systems, or related fields, or equivalent experience , at least 10 years' experience that is directly related to engineering and/or network operations; 7 years of leadership and management experience and 2 years of project management.
- Knowledge of analog and digital video receive and transmitting equipment, including satellite dishes and receivers, modulators, edge QAM's and converged access platforms.
- Knowledge of FCC rules and regulations.
- Knowledge of Emergency Alert Systems (EAS).
- Industry and vendor specific certifications and training.
- Some familiarity with Cisco CMTS and CCAP platforms, primarily CBR-8's.
- Some familiarity IP video transport protocols.
- Basic IP networking skills including the ability to understand and assign IP addresses including the purpose of a netmask and gateway
- General knowledge of highly available AC & DC power systems
- General knowledge of headend/datacenter (highly sensible) cooling and humidification systems

Knowledge, Skills and Abilities Required:

- Strong management and leadership skills with proven ability to provide very effective, results oriented direction
- Ability to maintain confidentiality
- Ability to read, write and speak the English language to communicate with employees, customers, suppliers, in person, on the phone, and by written communications in a clear, straight-forward, and professional manner
- Strong knowledge of engineering infrastructure, network operations, and project management methodologies
- Strong understanding of the engineering landscape - stretching from infrastructure, network, client, server, emerging technology standards and trends
- Ability to handle multiple projects and tasks
- Ability to make decisions and solve problems while working under pressure