

Atlantic Broadband

Job Description

Job Title: Technical Supervisor

Department: Technical

Reports To: Plant Manager

Summary Responsible for supervision of service, systems, and senior technicians as assigned. Responsible for all service activities which contribute to customer satisfaction. Satisfactorily resolve customer complaints or problems, direct activity of service, systems, and senior technicians.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Resolve customer problems and concerns.

Assist manager with the training of technicians and other related field personnel.

Insure timely completion of all orders for technical staff or service and proper notification procedures for delays in service.

Perform preventative maintenance when necessary.

Hire, train, and evaluate assigned staff.

Ensure all paperwork for assigned technical staff has been completed and returned to the office for data input.

Complete weekly, monthly or other reports as required.

Ensure that all company property in use by employees is properly maintained.

Consult with customers to resolve concerns.

Supervisory Responsibilities

This job has supervisory responsibilities.

Competencies

No competency or factor selected.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Associate's degree (A. A.) or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.

Language Skills

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

To perform this job successfully, an individual should have knowledge of Database software; Spreadsheet software and Word Processing software.

Certificates, Licenses, Registrations

Valid driver's license.

Other Skills and Abilities

None.

Other Qualifications

Knowledge of Cable television products and services.

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel. The employee is frequently required to stand; walk; sit; reach with hands and arms and talk or hear. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and /or move up to 100 pounds and occasionally lift and/or move more than 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly exposed to wet and/or humid conditions. The employee is occasionally exposed to moving mechanical parts and risk of electrical shock. The noise level in the work environment is usually moderate.