

HENDERSON MUNICIPAL POWER & LIGHT CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE:

FIBER MANAGER

PURPOSE OF CLASSIFICATION

The purpose of this exempt position is to perform supervisory and work functions in a highly specialized technical field involving the installation and maintenance of computer-based telecommunications, fiber optics, internet and phone systems, and related equipment. Responsibilities include developing and recommending marketing and sales strategies, ensuring correct and timely equipment installation, repair, and maintenance activities with users and vendors. The position is also responsible for recommending and implementing efficiencies and developing practical operating procedures for usage of telecommunications equipment, software, and peripherals, and for the security, recordkeeping, and quality control of all areas of the Fiber Department. Provides guidance and direction to assigned subordinates. On-call Supervisor for nights and weekends. Work is performed under the direction of the Chief Technology Officer and in accordance with established policies and procedures with a degree of independence.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Advises the Chief Technology Officer on all matters relevant to the daily operations of the Fiber Department.
- Supervises the day-to-day operations of the Fiber Department, including construction, inspection, maintenance, inventory management and safety compliance.
- Recommends marketing and sales strategies for telecommunications services and equipment.
- Recommends efficiencies and develops practical operating procedures for usage of telecommunications equipment, software, and peripherals.
- Supervises, directs, trains, schedules, and evaluates assigned staff in Fiber Department; instructs employees regarding safety hazards and inspects work for appropriate safety practices and precautions including fire prevention; ensures safe work practices are observed; investigates work-related accidents and injuries; participates in recruiting, interviewing, hiring, and training processes; conducts new employee orientation; participates in emergency drills and exercises; assists with RP3 designation; ensures all employees adhere to HMP&L, industry, and governmental rules, regulations, statutes, ordinances, and procedures.
- Plans for system modifications and prepares specifications for new equipment.
- Receives and resolves customer questions and complaints concerning the Fiber Department.
- Works with customers, internal and external, to meet requested installation due dates; instructs, educates, and delivers presentations to customers on types of service available and proper use of service.
- Prepares and maintains records and produces management reports for the Fiber Department.
- Maintains inventory records on all Fiber Department equipment, tools, and property.
- Maintains a database of telecommunications customers, services, equipment, fiber and cable testing, and routing records.
- Supports and assists Technicians in the daily analysis and resolution of telecommunications system problems. On-call Supervisor for night and weekend Fiber Department issues.
- Approves and verifies the accuracy of records such as logs, timesheets, and schedules necessary to enter employee payroll, human resource data, and attendance information.

- Maintains knowledge of the principles, practices and materials of telecommunications equipment, maintenance and repair, trunking systems, network computer systems and the way systems interface with the telecommunications systems, and applicable Federal Communications Commission rules and regulations.
- Drives HMP&L vehicles to and from various worksites.
- Maintains good attendance and punctuality.
- Ensures conformity with standards set by the North American Electric Reliability Corporation (NERC) and the SERC Reliability Corporation (SERC). Assists Reliability Compliance Manager, as required.
- Adheres to and enforces all company safety rules and regulations.

ADDITIONAL FUNCTIONS

- Performs other related duties as required, necessary, or assigned.

MINIMUM QUALIFICATIONS

Bachelor's Degree in electronic communications, engineering, or closely related field, with additional college level education in business, marketing or related field, and a minimum of four to six years work experience in electronic communications including two years supervisory experience is required; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Requirements include residency in Henderson County or relocation to Henderson County within an agreed upon time period and a valid driver's license. Must possess technical certifications as required.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to coordinate, manage, and correlate data. Includes exercising judgment in determining time, place and sequence of operations, referencing data analyses to determine necessity for revision of organizational components, and in the formulation of operational strategy.

Human Interaction: Requires the ability to perform in a supervisory capacity over subordinate employees as well as the ability to interact with customers to provide and process information.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate and control the actions of equipment and machinery, requiring the monitoring, adjustment, regulation, and setting of multiple conditions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory, and design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness, and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing, and pulling of objects and materials of moderate weight (12-20 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, odor, depth, texture, and visual cues or signals. Some tasks require the ability to communicate orally and aurally.

Environmental Factors: Performance of essential functions may require exposure to potentially adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, fumes, temperature and noise extremes, machinery, high voltage electric currents, and toxic agents.

This job description does not constitute a contract of employment. Any oral or written statements or promises to the contrary are hereby expressly disavowed and should not be relied upon by any prospective or existing employees. This job description is subject to change by the Employer (Henderson Municipal Power & Light) at the discretion of the Employer, or as the needs of the Employer and requirements of the job change. The Employer explicitly reserves the right to modify any of the provisions of this job description at any time and without notice. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties or essential functions does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Henderson Municipal Power & Light, HMP&L, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, HMP&L will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.