



Columbia Power & Water Systems

Job Description

Job Title: Broadband Support Manager

Effective Date:

Department: Broadband

Reports To: Vice President of Broadband Operations

Classification: Exempt

Job Purpose: To manage the Broadband Support Technicians' daily operations and to assist the Vice President of Broadband Operations, Broadband Technical Operations Manager, and the Broadband Plant Manager.

Supervises: Broadband Support Technicians

Supervisor Responsibilities:

- Provide oversight for the daily operations of the Broadband Support Technicians
- Ensure customer service quality and stability through deployment of necessary controls, procedures, and continuous improvement initiatives
- Implement and manage policies, procedures, and best practices
- Ensure departmental communication is deployed appropriately across all members of the department
- Assist staff with customer complaints and maintain records accordingly

Duties/Responsibilities:

- Daily use of CPWS internal and external leased software for ticketing, provisioning, auditing, billing, and status monitoring of key equipment
- Direct customer contact via inbound phone calls as needed. Also serve as first escalation in resolving customer complaints
- Place and remove customer premise equipment devices on accounts with proper billing code(s) in the different software programs
- Perform monthly audits on equipment device status with location, compare active - disconnected accounts via different software, non-pay processing, provisioning inventory, truck stock, retired, and utility to ancillary billing audits
- Working knowledge of video services for analog, digital, and High-Definition platforms along with billing rate codes

- Working knowledge of customer owned video equipment and develop expert knowledge of customer leased CPWS video equipment
- Internet service knowledge including cable modems, routers, Wi-Fi services, e-mail, IP addressing, IP route tests, speed tests, and ability to resolve service issues
- VoIP service including packet errors, battery life, house wiring tests, and porting numbers for residential and commercial customers
- Complete ownership on ticket requests regarding porting numbers, trouble requests, NOC issues, and service impacting issues for the end user(s)
- Provide professional care to all customer accounts with when requesting services, resolving service issues, or explaining billing procedures
- Dispatch service requests to outside plant technicians and respond to their requests
- Perform daily integrity checks of video services, Internet service, key equipment status, and report any item that is below standard
- Learn new technologies and how to successfully utilize the technology
- FTTx provisioning and troubleshooting of CPE and Data Center equipment
- Assist with and process vendor invoices from paper to electronic media
- Assist with FCC reporting including, but not limited to, BEAR, Certificate of Compliance, E-Rate, COALS 320, EAS, 471, 477, 499A, and quarterly 499Q
- Key contact person in commercial account provisioning and installation
- Assist with marketing plans, track the marketing target goals, and report sales commissions
- Perform and/or assist with customer notifications via letters or emails
- Assist with CPWS' Channel 13 events, programming, and scheduling
- Other work as assigned

Required Skills/Abilities:

- Acknowledge and adhere to all CPWS policies
- Regular attendance at work
- Perform duties safely without endangering self, others, and the public
- Ability to read and understand instructions and job-related material (blueprints, drawings, orders, safety data sheets, distribution maps, manuals, etc.)
- Ability to use eyes, hands, and fingers to operate computer keyboard quickly and accurately
- Ability to manage multiple tasks
- Ability to be organized and detail oriented in order to coordinate with various utilities and maintain reports and records
- Ability to make good decisions and accomplish duties without close supervision
- Working knowledge of computer hardware and software, including extensive knowledge of Microsoft Excel, Word, and Visio
- Ability to write

- Ability to follow instructions
- Ability to deal with people in a courteous manner
- Ability to work inside and outside and be exposed to noisy places, fumes, chemicals, toxic substances, and machinery
- Ability to be exposed to weather conditions that are cold, hot, rainy, and windy

Physical Requirements:

- Ability to occasionally lift 0 - 20 pounds
- Ability to lift and/or carry objects weighing 0 - 10 pounds for 2 hours a day
- Ability to walk
- Ability to sit for 2 hours at a time
- Ability to use eyes, hands, and fingers to operate electronic equipment
- Ability to talk, see, hear, reach, handle, and feel

Education, Experience, and Qualifications:

- High School Diploma or equivalent required
- Valid State of Tennessee Driver's License required
- Five (5) or more years job-related experience in the communication (two-way hybrid fiber/coax broadband network) industry preferred

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that additional and/or different tasks be performed when circumstances change (i.e., emergencies, changes in personnel, workload, rush jobs, or technological developments). This job description does not constitute a written or implied contract of employment.