

# Job Summary:

The Director of Operations directs activities of outside plant, engineering, central office and I/R through subordinate managers. Develops budgets, authorizes expenditures, and oversees projects to ensure business plan objectives are met. This position plays a significant role in long-term strategic planning.

## Supervisory Responsibilities:

- Supervise Network Engineers and Professional Services Manager.

## Duties/Responsibilities:

- Provide project management of most major network and outside plant additions or configurations for VCC and customer networks.
- Provide guidance and possibly oversee projects to ensure they are completed in the planned timeframe and in compliance with RUS, VCC and customer specifications.
- Recommends major improvements to plant and equipment.
- Consult with CEO/GM and Network Engineers on outside plant and engineering design.
- Interface with other Engineering, R&D, Marketing and Operations organizations to ensure projects and procedures mesh with the technical direction of the cooperative.
- Researches new products, services and technologies.
- Evaluates market demand and makes recommendations to top management.
- Design Metro Ethernet, Optical and TDM network applications.
- Develop network security procedures for VCC network elements.
- Develops and maintains records to allow reference, analysis and monitoring of all plant components and equipment.
- Reviews equipment trouble records.
- Develop and document standards and procedures related to the design and maintenance of the network, test plans and results, and participate in review of documentation created by co-workers.
- Document all designs, projects and modifications for the VCC network, including but not limited to diagrams, statements of work, configuration documents, etc.
- Support VCC LAN/WAN/Switching environments and telecommunication circuit diagnostic equipment.
- Provide support with Tier 3 escalations from the NOC
- Prepares specifications, drawings, and procedures for new equipment procurement and installations.
- Develop budget for network elements within VCC operations.
- Help to increase the technical knowledge of co-workers through on site training.
- Provide technical support for the sales staff.
- May direct activities of purchasing and network operations.
- Makes periodic maintenance and progress reports to members of the management team.
- Work with equipment vendors to identify bugs as well as integrate fixes and new features.
- Processes work orders and purchase orders for accounting staff.
- Attend seminars, training sessions, and internal/external meetings.
- Participate in community service/civic events.
- All other duties as assigned.

The previous list is not all-inclusive. Many new tasks and responsibilities will be assigned as needed by management.

## **Required Skills/Abilities:**

- Thorough knowledge of the various communications products and procedures that pertain to their specialty.
- Flexible and the ability to manage and prioritize multiple tasks simultaneously
- Ability to read, analyze, and interpret technical documentation, technical procedures, and equipment manuals.
- Ability to effectively and clearly write reports, and procedure manuals.
- Ability to work with mathematical concepts such as probability and statistical inference, fractions, percentages, ratios, and proportions and apply to practical situations.
- Strong written and verbal communication skills including the ability to effectively present information to groups.
- Competent in identifying tasks that need to be completed and initiating the necessary activities to complete those tasks.
- Establish and maintain effective working relations with staff.
- Capable of fostering close relationships with other administrative personnel creating a positive work environment based on teamwork and mutual respect.
- Willingness to work extended hours, weekends and holidays as necessary.
- Maintain a positive attitude during times of increased workloads and unexpected deliverables.
- Travel may be required.
- Must possess and maintain a valid driver's license.

## **Education and Experience:**

- BS, MS in Computer Science or Engineering and/or equivalent work experience.
- Requires knowledge various VCC equipment and procedures that pertain to their specialty.
- Knowledge of Internet and use of email.
- Excellent computer literacy including a working knowledge of Microsoft Office products, mapping and CAD design software and Internet practices.
- Excellent verbal and written communications skills.
- Ten years of progressive telco or IT operations experience.
- Familiar with electrical codes, practices and procedures for telephone utility operations.

## **Physical Requirements:**

- Normal office environment with occasional exposure to outside work (enduring temperature extremes), and frequent vehicular travel.
- Frequent maneuvering and manipulation of parts and equipment weighing 20 lbs.
- Periodic maneuvering of equipment weighing up to 70 lbs.