



Native Technology Solutions

JOB TITLE: Structured Cabling Supervisor

Reports To: Inside Plant Manager

Department: Native Technology Solutions

Status: Non-Exempt

JOB SUMMARY:

The Structured Cabling Supervisor performs a wide range of job duties including leading and supervising a team of structured cabling technicians who are skilled in structured cable systems, associated termination equipment, test equipment, industry testing standards and industry approved test procedures. The Structured Cabling Supervisor reports directly to the Inside Plant Manager.

PRIMARY JOB RESPONSIBILITIES:

- Supervises a team of structured cabling technicians that's comprised of full-time employees, as well as temporary employees.
- Provides technical expertise and assistance to technical staff and management to facilitate problem resolution.
- Performs basic supervisory duties, including:
 - Identifies training needs.
 - Follows through on employee inquiries and resolves issues that surface.
 - Accountable for ensuring all performance reviews are completed on time and seek to appropriately reward employees for their contributions.
 - Ensures the Employee Handbook is implemented fairly, consistently, and respectfully.
 - Motivates team members to do their best to achieve company goals and objectives and to act in accordance with the Employee Handbook.
 - Consistently and fairly performs role in staffing and employee development processes in accordance with Employee Handbook.
 - Pro-actively supports the identification and mentoring of Community talent in formal apprenticeship programs and other mentoring programs.
 - Coordinates technician's schedules.
- Responsible for testing fiber cables in accordance with industry and manufacturer's specifications.
- Demonstrated ability to function as a lead technician, as follows:

- Pulls and terminates CAT5E, CAT6 & CAT6A cable to BICSI industry standards.
- Comprehensive understanding of the color code for Ethernet.
- Cable and systems installations on customer premises.
- Performs tasks associated with cable installation and assists higher level technicians as needed.
- Thorough understanding of large Main Distribution Frame (MDF) and Intermediate Distribution Frame (IDF) installations.
- Ability to splice, install, and terminate outside plant gel-filled or air core cables in building entrance terminals.
- Reads and understands building drawings.
- Pulls, terminates, and tests all standard industry cable types (CAT5E, CAT6, CAT6A).
- Experienced with multi pair cable (100+ pairs).
- Ability to perform material take-off from building prints.
- Performs project management responsibilities for structured cabling deliverables and manages all aspects of the job, including:
 - Provides job quotes, after review of customer needs, in a timely manner.
 - Develops project timelines and documentation.
 - Works with the procurement specialist to secure resources for jobs.
 - Schedules and supervises technicians assigned to projects.
 - Ensures technicians are supplied with materials.
 - Interfaces with technicians on a daily basis.
 - Makes decisions and responsibly manages budget-signing authority.
 - Provides reports to the Inside Plant Manager.
- Reports progress on scheduled and completed work.
- Updates management on progress and issues as needed.
- Manages change orders and related correspondence with customers, project managers and/or general contractors.
- Is responsible for final walk-through with customers.
- Maintains cabling division's quality of work and ensures industry standards are followed.
- Builds rapport with community partners and customers; acts as the customer liaison and interface for resolving issues.

Note: This job description in no way implies that these are the only duties to be performed by this employee. She/he will be required to follow any other instructions to perform any other duties as requested by her/his supervisor.

SKILLS AND COMPETENCIES

- Has a thorough understanding of structured cable systems, associated termination equipment, test equipment, industry testing standards, and industry approved test procedures.
- Is technically competent to perform test procedures, analyze test results, and certify results against industry standards.
- Is technically competent in problem-solving cable systems that do not meet industry standard test results.
- Possesses a thorough understanding of fiber optic splicing techniques and has the ability to connectorized fiber optic cable.
- Provides consistent, fair, and respected leadership.
- Has excellent customer interface skills.
- Ability to work independently and with minimal supervision.
- Is skilled in using power tools.
- Has the ability to research and resolve issues.
- Is highly organized and pays special attention to details and deadlines.
- Possesses strong basic math, listening, verbal, and written communications skills.
- Is able to work with frequent interruptions.

- Uses logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Exercises judgment and decision making; considers the relative costs and benefits of potential actions to choose the most appropriate one.
- Understands the implications of new information for both current and future problem-solving and decision-making.
- Is able to work well under pressure and keep the cabling team on track.
- Is able to maintain confidentiality guidelines in accordance with company policy.
- Is Able and willing to continue leadership development.
- Has the ability to successfully work and contribute within a culturally diverse work environment.
- Is able to consistently demonstrate a high degree of integrity, honesty, and accuracy.

EDUCATION AND EXPERIENCE

- High School Diploma (or GED or High School Equivalence Certificate) is required.
- Six to eight years' prior experience in the telecommunications industry is preferred, with experience in structured cabling systems and knowledge of special systems equipment installation procedures.
- Two to three years of supervisory and project management experience is preferred.

Must possess:

- BICSI Technician certification or obtain within first year of employment.
- Knowledge of general building codes and BICSI Standards.
- Effective customer service skills.
- Mechanically oriented skills.
- Strong analytical and problem-solving skills.
- Manufacturer or other related certifications.

Note: Any equivalent combination of education, training and experience that would enable the applicant to satisfactorily perform and meet the duties required of the position may be considered in meeting the stated minimum requirements.

ESSENTIAL JOB FUNCTIONS

The physical demands 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.

- Must be able to use hands, to sit, lift up to 50 lbs., stoop, bend, reach with hands/arms.
- Must be able to sit for extended periods of time.
- Requires the ability to speak, read, write, see, and hear to perform essential duties of the job. Must communicate clearly in English.
- Must be able to perform and complete multiple tasks.
- Some shift work may be required.
- Must be able to distinguish colors.

ADDITIONAL REQUIREMENTS

- Will be asked to provide 39 months driving record. Position requires insurability under GRTI insurer requirements.
- Will be required to pass a pre-employment drug test and background check.

As a matter of Company policy, all employment is on an at-will basis, meaning that employment shall last for so long as mutually agreeable. Either the employee or the Company may terminate the employment at any time with or without cause.

Preference in filling vacancies is given to qualified enrolled Gila River Community Members, other Indians, and non-Indian spouses of officially enrolled Community members in accordance with Tribal Employment Rights Office (T.E.R.O.) Ordinance (No. GR-02-09, Gila River Indian Community).

Gila River Telecommunications, Inc. is an Equal Opportunity/Affirmative Action Employer, subject to Indian Hiring Preference.