
Position: Technical Operations Manager

Type: Full Time

Location: Kingston, NY

Date Added: March 02, 2023

Company Summary:

Archtop Fiber was founded with a commitment to bring the fastest, most reliable, environmentally friendly and affordable Internet access to those who have traditionally been underserved — or even overlooked. The Archtop team has decades of success partnering with communities, large and small, to create technology-driven opportunities. With a fully-funded business strategy, Archtop is dedicated to local investment. This ensures we support customers with upgrades to existing infrastructure while deploying the latest multi-gig, symmetrical, all-fiber network technology to bring faster, more secure and scalable broadband services to those that need them. Archtop Fiber is proudly invested in empowering your day-to-day life, bringing the digital world to your community and its businesses, schools, libraries, hospitals, farms and community centers.

Job Description:

We are seeking a Technical Operations Manager to ensure the customer expectations, technical quality standards, and company safety policy requirements are met for all of our servicing areas.

This position will also be responsible for training, developing and evaluating the assigned technicians to maximize the customer experience and operational productivity. A 60-70% portion of the time may be spent working in the field with the technicians in a hands-on teaching approach.

Job Responsibilities:

- Manage daily activity of Service Install and Trouble Call technicians.
- Ensure responsiveness and first time resolution to installation and trouble call work orders.
- Ensure compliance with company quality and safety standards.
- Perform practical evaluations to verify technical competencies.
- Ensure staff has and maintains necessary tools and equipment.
- Manage inventory and submit requisitions to ensure adequate supply of materials and equipment.
- Report to the Director of Operations as necessary.
- Maintain a professional attitude and appearance at all times.
- Perform other related duties and tasks as assigned or as become evident.

Required Skills/Experience:

- High school diploma or its equivalent.
- Valid New York state driver's license, with an excellent driving record.
- Ability to pass a full background check and drug test.
- Minimum of 5 years of residential cable television or related telecom industry experience.
- Prior management or supervisory experience is preferred.
- Basic courtesy and a pleasant demeanor.
- Ability to communicate effectively with all levels of management.
- Maintain confidentiality in regards to the company, employee, and customer situations.
- Work under minimal supervision, within broad guidelines of procedures and goals.
- Apply technical expertise to a variety of situations, evaluate problems, and implement the best solutions.

Qualifications:

- Minimum 5 years of residential cable or related telecom industry experience.
- Basic courtesy and a pleasant demeanor.
- Ability to communicate effectively with all levels of company personnel.
- Maintain confidentiality in regard to the company, employee, and customer situations.

Pay:

Discussed upon inquiry.

Starts:

Upon completion of background check and drug test.

Location:

Kingston, New York.

Must be at the office location beginning and end of day, 5 days a week. Weekend work may be required.

How to Apply:

Interested applicants must submit a resume and cover letter (detailing how they meet our requirements and how this position aligns with their career goals) via email to careers@archtopfiber.com