



**JOB TITLE:** NETWORK OPERATIONS MANAGER  
**LOCATION:** FORSYTH, MT  
**DEPARTMENT:** OPERATIONS

**INTERNAL CLOSING DATE:** 07/07/2020  
**FLSA STATUS:** EXEMPT

The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

## POSITION SUMMARY:

Manages all regional Network Operations, including oversight on the engineering, installation, testing and maintenance of all Inside and Outside Plant facilities, Information Technology/Systems, and Internet Service (ISP) operations as applicable. Engineers all aspects of Range Telephone Central Office Equipment (COE) to include switching, transmission, access, and IP network equipment and systems, Central Office grounding and power systems, building environmental systems to include cooling, heating and alarm monitoring, and all other COE necessary to support the reliable delivery of voice, video, data and wireless communications services. Serves on Range Corporate planning teams and assists in the engineering of Range Corporate Network and COE as requested. Assists in the development of annual capital and expense budgets. Manages, influences, and is responsible for the supervision, overall direction, coordination, and evaluation of Plant Operations. Makes recommendations on long-range engineering plans. Maintains current knowledge of new technologies and systems as they are developed. Interacts primarily with company personnel and vendors, and occasionally with customers. Carries out responsibilities with minimal supervision Perform other duties as assigned by the supervisory personnel.

## ESSENTIAL DUTIES & RESPONSIBILITIES:

- Performs tasks associated with the engineering of Central Office systems for switching, transmission, access and Internet facilities utilized in the delivery of reliable voice, video, data and wireless communications services. Such systems may include, but are not limited to fiber optic systems to include Passive Optical Network (PON) and Active Ethernet, SONET, DWDM, etc.; copper systems to include DSLAM's, PCM carrier, T1/T3, Ethernet, etc.; wireless systems to include licensed and non-licensed microwave/radio systems, Wi-Fi and WiMAX access points, fixed, nomadic and mobile wireless etc.; IP network equipment and systems to include routers, switches, firewalls, terminals, etc.
- Develop and maintain plant records to ensure information is available for reference, analysis and monitoring of plant operations and equipment.
- Provide supervisor and other appropriate management and teams with updates concerning plant activities to include construction projects, maintenance problems, customer service concerns and unforeseen expenditure requirements related to current and future expansion as requested.
- Evaluate switching, toll network, and local service distribution requirements using a combination of Subordinates, consultants, equipment supplier information, internally tested equipment results, marketing data, state and federal regulatory mandates, and experience to position the Company and its subsidiaries for the future.
- Develops engineering and construction budget objectives and controls. Orders materials and equipment for engineering and construction operations.
- Utilize Departmental Supervisors and other resources to prepare a Network Operations budget that includes expenditures for COE, IT, Plant, Engineering and Construction, and other network needs
- Analyze network operations and make recommendations for improvements to plant and network equipment. Keep abreast of all RUS, regulatory, industry, and technological developments to assist in the deployment of new services.
- Participates as requested in planning and development teams within the Range Corporation. Reviews new technologies and potential services and makes recommendations on engineering and design requirements, costs, practices, technology, and impact.
- Ensure personnel understand standards, specifications, safety procedures, and preventive maintenance operations including bonding and grounding of digital switching equipment installations.
- Performs engineering activities associated with the provisioning of digital and IP switching systems and equipment, copper, fiber and wireless transmission systems and equipment, broadband access and data network services and equipment, all in accordance with NESC, NEC and other applicable standards.
- Performs engineering activities associated with IP Network and Internet systems, equipment, and facilities, including LAN/WAN systems, hubs, routers, servers, cabling, software, and switches.
- Performs engineering activities associated with backbone and end user provisioning of broadband internet services.
- Engineers and prepares work order documentation for completion of projects associated with areas of responsibility. Provides information for continuing property records.
- Keeps current on industry standards for network design and engineering.
- Provides work order estimates that are within 10 percent of actual cost.
- Forecasts or estimates projected traffic to determine required construction, rearrangement, or removal projects.
- Ensures correction of all plant that test unsatisfactorily.
- Orders materials and equipment for engineering operations as appropriate.

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ENSURING A QUALITY CUSTOMER EXPERIENCE.



- Creates and maintains network policies, standards, and practices for all areas of responsibility.
- Prepares specifications for acquisition, installation and testing of new equipment, related software, and upgrades.
- Maintains accurate and complete documentation of equipment, systems, and related facilities.
- Provides internal support & training as requested on related areas of responsibility.
- Participates in Corporate Operations groups such as CAB and NEUP.
- Maintains confidentiality of customer information.

#### Regional Supervisory Responsibility

- Supervises all Network Operations, Engineering, Information Technology and ISP operations either directly or through subordinate supervisors by assigning work, checking quality of work, answering questions, handling personnel issues, and monitoring workflow to ensure timely completion of network provisioning, service installation and repairs with the goal of providing quality customer service.
- Oversees Regional vehicle fleet, and coordinates vehicle replacements with Accounting Department.

Performs network assessments and assists in short term and long-range planning for budget purposes.

- Reviews network traffic, usage, and capacity data to assess needs for new equipment or upgrades on a routine basis and makes recommendations for projects to be included in the annual budget.
- Assists in the preparation of short term and long-range planning documents, including projections of growth and demand for existing and new services.
- Maintains records as necessary to accurately carry out all network planning functions.
- Assures that all paperwork related to projects is completed accurately. Prepares various documents such as, work orders, purchase orders, records of equipment, facilities and systems, and budget paperwork.

Coordinates joint activities with other company departments, employees and contractors as required.

- Interacts with employees and other departments to provide technical guidance and coordinates activities associated with the design and implementation of work orders for services, or applications.
- Exchanges problem resolution, best practices, tips-of-the-trade, and lessons learned with employees to capitalize on experience and expertise for maximum benefit across company operations.
- Trains employees as requested on topics related to job functions.
- Presents information to management and makes recommendations for changes and resources (hardware, software, and training) required to maintain and/or improve communication, data and video services
- Comply with all policies and procedures as contained in the Employee Handbook, Safety Manual, Customer Proprietary Network Information (CPNI) Policy, Company Security Policy, and with departmental policies and procedures. Maintain confidentiality of all company proprietary information.
- Prepares purchase orders or purchase requisitions after obtaining bids from multiple vendors.
- Is accountable for plant, network (LAN/WAN), and central office records.
- Perform all other related job duties assigned by management. \*

\*These tasks do not meet the Americans with Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.

#### EDUCATION / EXPERIENCE:

A bachelor's degree in electrical engineering technology, IP/IT networks and systems technology or related field PLUS previous technological experience with Digital Switching, Soft Switching, DWDM, IP/IT Networks and Systems desirable. Previous supervisory experience preferred. A combination of education and related skills and experience may be substituted at the company's discretion.

#### LICENSES:

Valid Driver's license

#### GENERAL INFORMATION:

The general work hours for this position are 8:00 am - 5:00 pm Monday through Friday. Work performed outside of these hours may be required regularly. This is an exempt position, not subject to the overtime provisions of FLSA.

**Send resume with cover letter and career opportunity form to:**

**Human Resources**  
**PO Box 127**  
**Forsyth, MT 59327**  
**email: [hr@rangetel.coop](mailto:hr@rangetel.coop)**

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