

Broadband Manager Job Description

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JOB TITLE:

Broadband Manager

DEPARTMENT:

Information Technology

REPORTS TO:

Tribal Administrator

SUMMARY

Under the general supervision of the Tribal Administrator, the Broadband Manager is responsible for planning, installation, daily operation, maintenance, and problem resolution for a wireless broadband network. Incumbent supervises all staff of the Broadband Division.

PRIMARY DUTIES AND RESPONSIBILITIES:

- 1. Oversee and provide direction for the Broadband Division.
- 2. Develop, implement, and maintain the Broadband Division's strategic plan, which addresses the purchase, installation, and maintenance of various systems throughout the network.
- 3. Maintains the customer database.
- 4. Establishes new client accounts.
- 5. Works with the Information Services Director to manage, coordinate, and maintain the Broadband Divisions policies and procedures.
- 6. Works with the Information Services Director to develop and maintain the Broadband Division's annual budget.
- 7. Maintains the tribe's wide area network (WAN), and ensures compliance with all applicable laws and regulations.
- 8. Documents system malfunctions and other operational difficulties or problems that have a significant impact on system operations and reviews these reports in order to initiate corrective procedures/documentation.

- 9. Upgrades and installs network hardware and software components as required. Selecting preferred hardware and software and negotiating favorable prices, controlling of hardware and software to support integration & provision of software support.
- 10. Provides clients with network technical support. Responds to the needs and questions of clients concerning their access to the network.
- 11. Contacts service representatives regarding needed service; equipment malfunctions and needed repairs.
- 12. Represents the Tribe in meetings with manufacturers, vendors, professional and business organizations.
- 13. Disaster recovery planning and testing.
- 14. Assists the Information Services Department with day to day tasks and projects.
- 15. Other duties as assigned.

SUPERVISORY RESPONSIBILITIES

Directly supervises employees in the Broadband Division. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, recommendations to hire, orientation and training employees; planning, assigning, and directing work.

QUALIFICATIONS

- 1. Knowledge of both licensed and unlicensed Microwave wireless technologies.
- 2. Highly network/computer literate.
- 3. Previous experience working for an Internet Service Provider.
- 4. Must be self-driven, self-motivated, results-oriented, customer service-oriented, while being an effective team player.
- 5. Experience in managing and tracking budgets.
- 6. Strong leadership and communication skills with an ability to supervise service personnel.
- 7. Superior customer relations and issue resolution skills.

- 8. Must be comfortable in a wide range of work environments, including but not limited to: confined spaces (attics and crawl spaces), heights up to 80' above the ground, standard office environments, and remote company and customer premises.

EDUCATION AND EXPERIENCE

Experience must include supervision of subordinate staff.

Requires two years of college-level coursework in computer science, information technology or a related field and a minimum of three years of general computer installation, maintenance and repair experience or equivalent combination of education and experience.

Progressively responsible work experience in a similar occupation may be exchanged for the educational requirement (two years of experience equal one year of college education).

CONDITIONS OF EMPLOYMENT:

- 1. All applicants are subject to the Tribe's Drug and Alcohol Free Workplace Policy including pre-employment screening.
- 2. All applicants will acknowledge and follow all Tribe personnel and other policies and procedures.
- 3. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- 4. Must have a valid state-issued driver's license (CA) and be insurable on the Tribe's insurance policy.

LANGUAGE SKILLS:

Must have the ability to read, write, and comprehend simple instructions, short correspondence, and memos. With ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization. Knowledge of the Tribe language is preferred but not required.

REASONING ABILITY:

Apply common sense understanding to carry out instructions furnished in written, oral, and/or diagram form with the ability to deal with problems involving several concrete variables in standardized situations and/or the ability to think "on the fly" using situational awareness.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is frequently required to walk, stand and use hands to finger, handle, or feel. The employee is required to sit, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, talk and hear. The employee must occasionally lift and/or move up to 50 pounds and have stamina and sufficient physical ability and dexterity to accomplish fieldwork that includes strenuous exertion, inclement weather, and long hours in the field.

VISION REQUIREMENTS:

- Close vision (clear vision at 20 inches or less).
- Color vision (ability to identify and distinguish colors).
- Depth perception (three-dimensional vision, ability to judge distances and spatial relationships).
- Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).