

As a Network Communications Site Supervisor, you will provide daily oversight for network communications equipment and services at one of the two airports in the Nation's Capital.

JOB DESCRIPTION

- Network Communications Site Supervisor
- Works under the general supervision of the Manager, Network Operations.
- Serves in the Technology Operations Department in the Office of Technology at either Ronald Regan Washington National Airport (DCA) or Washington Dulles International Airport (IAD).

Performs a full range of strategic network communications oversight functions at assigned Airport providing services to both the Airports Authority and its network communications customers. Oversees the operations of network communications equipment and services. Performs related functions.

GENERAL RESPONSIBILITIES

- Provides day to day oversight, on-site presence, and attention to Airports Authority's Airport Communications Systems (ACS) infrastructure and serves as the point of contact for all network communications, including the Call Center, at assigned site.
- Monitors the work of contractors/consultants (e.g., responses to service calls, adds, moves, and changes of telephones and related equipment/infrastructure).
- Supports system users and assesses their needs regarding new equipment and/or facilities, and acts as liaison for non-Airports Authority users and other parties regarding network communications.
- May assist in problem determination and solution of customer service requests such as unscheduled network communication system outages, emergencies, and related situations.
- Works closely with Manager and the Office's Program Support Department to ensure advisory notifications regarding network communications are broadcast in a timely manner.
- Administers the daily operation of the ACS including the generation of work orders and trouble tickets for new and existing voice services.
- Oversees the network communications infrastructure including voice/data/engineering services. Functions as network communications liaison between ACS and new customers.
- Oversees the daily ACS network communications preventative maintenance activities. Reviews preventive maintenance reports and ensures preventative maintenance is performed and completed each month.
- Works with the Office of Engineering and the Engineering and Maintenance Departments on construction activities involving new/existing network communications services/equipment.
- Ensures adequate testing of all ACS and/or network communications/installations/projects. Manages any delays or problems encountered on-site during a project.
- Participates in network communications project review meetings and the design/development of the next generation of network communications.
- Performs other duties as assigned.

QUALIFICATIONS

- Ten years of progressively responsible experience in network communications including:
 - network communications administration (e.g., response to service calls, adds, moves, and changes of telephone equipment and infrastructure);
 - oversight of contractor performance; and
 - scheduling/inspection of preventative maintenance.

KNOWLEDGE, SKILLS AND ABILITIES (KSA)

1. Comprehensive knowledge of network communications including the daily operation of a communication system. This includes the system's generation of work orders and trouble tickets, engineering services and extension of service, and construction services.
 2. Knowledge of preventative maintenance operations for DS-1 to DS-3 connectivity, and copper and fiber optics.
- Ability to perform detailed analysis of data and information and make recommendations.
 - Ability to speak and write effectively with emphasis on providing professional, customer service oriented responses to questions and conversations.

PREFERRED QUALIFICATIONS

- A bachelor's degree in any field providing strong foundation for successful performance in this position.

EDUCATION

- A high school diploma, a Certificate of General Educational Development (GED), or an equivalent combination of education, experience, and training.

A fully equivalent combination of education and training beyond what is needed to satisfy the education requirement may be used to substitute for up to four of the ten years of experience. For example, a bachelor's degree may substitute for four years of experience.

CERTIFICATIONS AND LICENSES REQUIRED

- A state driver's license in good standing.

NECESSARY SPECIAL FACTORS

- Work is typically reviewed in progress and upon completion for quality, quantity, timeliness, teamwork, customer service, and other factors.
- Must be able to work varied schedule of days and outside normal business hours including nights and weekends. Must work standard on-call rotation.
- Subject to hold-over and recall for IT emergencies.