

Copper Valley Telephone Cooperative

Position Title: Wireless Manager Reports To: Chief Operations Officer	Department: Wireless FLSA Status: Exempt
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General Summary:

The Wireless Manager is responsible for the day-to-day operations of CVT wireless networks. The incumbent oversees maintenance and operations of all wireless network infrastructure including, but not limited to, towers, cellular radio access equipment, microwave systems, prime power generators, DC power systems and fixed wireless networks. This manager also supervises and guides three Wireless Support Specialists in providing customer care for wireless products and services.

Essential Job Functions:

- Ensures that the cellular network is operating in a high quality and high reliability manner.
- Manages all contracts pertaining to the operation of the wireless network and maintains relationships with switching partners.
- Recommends new network infrastructure installations based on demands and evolving funding mechanisms.
- Provides project management for various projects up to and including complex capital developments.
- Ensures that FCC license requirements are met at a strict level.
- Collaborates with the Purchasing and Facilities manager to ensure cell site buildings and generators are well maintained.
- Responsible for keeping remote, off-grid power systems running in a high reliability fashion.
- Supervises department personnel in the role of customer care for wireless devices and products. Responds to escalated cases of customer contact.
- Ensures CVT has access to up-to-date wireless handsets, devices and services through testing and vendor relationships.
- Negotiates with wireless roaming partners and maintains roaming relationships.
- Collaborates with Purchasing and Facilities manager to lease available space on CVT towers and in CVT buildings to third parties. Enforces

lease stipulations for co-locators.

- Prepares annual departmental budget, administers budget, and tracks budgeted items in comparison to actual expenses.
- Conducts or oversees network drive testing to assess coverage and quality and to validate compliance with FCC mandated standards.
- Ensures emergency response preparedness for wireless infrastructure and roaming relationships.
- Ensures wireless work orders and job orders are properly completed and closed out. Ensures timely completion of forms or forwarding of information to maintain accurate facilities and purchasing records.
- Researches new communications devices and services and determines applicability to CVT.
- Performs all other related duties as 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.

Knowledge, Skills, and Abilities:

- Knowledge of cellular telecommunications systems.
- Knowledge of RUS specifications, NEC and NESC codes.
- Knowledge of DC power systems including various types of batteries, solar PV systems and generators.
- Knowledge of telecom circuits for cellular system transport and backhaul.
- Knowledge of wireless spectrum and propagation theories.
- Knowledge of microwave transport equipment.
- Knowledge of RF antenna systems.
- Knowledge of tower construction, maintenance and load limitations.
- Knowledge of the workings and regulatory requirements of the Federal Communications Commission (FCC)

- Knowledge of company policies and procedures.
- Knowledge of management principles and practices.
- Knowledge of company products and services, Federal and State laws, and industry practices.
- Skill in operating various office equipment such as personal computers, Microsoft Office, copier, shredder, various software programs, email, and telephone systems.
- Skill in oral and written communication.
- Skill in identifying maintenance needs related to wireless infrastructure.
- Ability to communicate with customers, employees, consultants, contractors, and various business contacts in a professional and courteous manner.
- Ability to organize and prioritize multiple work assignments.
- Ability to accomplish on-site review of CVT facilities in varying and often extreme climactic conditions.
- Ability to prepare and negotiate contracts, agreements, and leases.
- Ability to obtain and maintain a valid driver's license.
- Ability to make sound decisions using information at hand.
- Ability to effectively manage personnel, create a team environment and sustain employee morale.

Education and Experience:

High School diploma or equivalent plus a minimum of five years progressive wireless communications management and employee supervision. An equivalent combination of college study and experience may also be accepted.

Physical Requirements:

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports.				X
Hearing: Must be able to hear well enough to communicate with employees and industry contacts.				X
Standing/Walking:		X		
Climbing/Stooping/Kneeling:	X			
Lifting/Pulling/Pushing: Must be able to lift and transport items weighing up to 50 lbs.	X			
Touching/Grasping/Feeling: Must be able to write, type, and use phone system.				X

Working Conditions:

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Good working conditions; may involve occasional exposure to some of the elements listed above.

Note: 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.