



## HOLYOKE GAS AND ELECTRIC DEPARTMENT

99 Suffolk Street  
Holyoke, MA 01040

# Network Operations Supervisor

City of Holyoke Gas & Electric Department

Formed in 1902, HG&E is a municipally owned utility that provides electricity, natural gas, and fiber optic internet services to over 18,000 customers. Our mission to our customers is simple: "We will provide competitive energy rates, reliable service, and excellent customer service". We are currently looking for a qualified candidate to fill a vacancy.

### POSITION OVERVIEW

This position is a key role within the Telecom group. The Network Operations Supervisor will have overall responsibility coordinating with outside sales, operations, engineering, Customer Service, Naviline, Billing and support systems. Is the primary point of contact for the Sales Team, Professional Services, Marketing, Finance and other departments. Responsible for customer relationship management, Customer Web Portal, Product Pricing and Vendor Relations. Responsible for, analytics, productivity, CRM maintenance and other support functions. This position reports directly to the Manager of Telecommunications. Perform other related duties as assigned.

### SUPERVISION RECEIVED

Manager, Telecommunications

### DIRECT REPORTING STAFF

None

### DETAILED STATEMENT OF DUTIES AND RESPONSIBILITIES:

- Responsible Vendor relationships and customer service..
- Oversee helpdesk support and the resolution of problems to the end user's satisfaction.
- Coordinates service with cross-functional team members, vendor providers and client contacts.
- Single point of contact managing all orders throughout the installation and service process.
- Client liaison for Naviline billing and support issues, service escalations and vendor contact.
- Coordinate, monitor and manage reports, billing and procedures for customers and Vendors .
- Provide support, help troubleshoot and resolve Fiber-related problems.
- Coordinate telecommunications projects with vendors and staff as needed.
- Serve as a point of contact for installations, moves, additions, changes, billing, telecommunications services and problem solving.
- Monitor and respond quickly and effectively to requests received through the IT helpdesk
- Analyzes problems (both technical and operational) and assigns Telecom Services staff and/or vendor representatives to resolve problems.
- Utilize and maintain the helpdesk tracking software.
- Assist with the on boarding of new Customers.
- Manage and compile reports.
- Report and document issues to the Supervisor
- Perform other duties as requires or assigned.

## **QUALIFICATIONS REQUIRED AT HIRE (List knowledge, skills, abilities)**

### **a.) Working Knowledge of:**

- Desktop operating and network systems, various software applications and basic hardware for the PC.
- Customer troubleshooting, analysis, critical thinking and problem solving skills.
- Knowledge in Fiber Networks, CRM, billing and customer support applications
- Knowledge of Customer care and managing customer relationships
- Knowledge of Telecommunications utility operations and its related equipment
- Knowledge of Cyber Security environment components and solutions
- Knowledge of finance principles and practices

### **b.) Ability to:**

- Manage multiple tasks with frequent interruptions.
- Manage multiple priorities.
- Deliver customer support over the phone and/or in person.
- Identify, troubleshoot and resolve a wide range of technical computer-related problems
- Ability to effectively communicate orally
- Ability to establish effective working relationships with public officials, vendors and other agency managers
- Ability to present written technical and narrative information clearly and concisely

## **QUALIFICATIONS ACQUIRED ON JOB (List knowledge's, skills, abilities)**

- Department Policies and Procedures

## **MINIMUM ENTRANCE REQUIREMENTS**

- Demonstrated knowledge of telecommunications networking industry - including fiber optics
- 10 Years successful customer service and order management experience in the Network Operations industry
- High school diploma or equivalent.
- Familiar with Ethernet, VoIP and wireless environments - and trends
- Vendor contact experience.
- Demonstrated aptitude for problem-solving and determine solutions for customers.
- Must be results-orientated and able to work both independently and within a team environment.
- Must possess excellent verbal and written communication skills.
- Excellent organizational and time management skills
- Proficiency in using Microsoft Office Suite applications and contact management software.
- Regular and reliable attendance.

## **PREFERRED ENTRANCE QUALIFICATIONS (In addition to above)**

- Bachelor's Degree in Management, or Computer Science; work experience may be substituted for Degree with demonstrated knowledge of Network Operations.
- Ten (10) years of telecommunications experience providing customer service and project management
- Experienced in traveling to client sites developing long-term relationships.
- Experienced in working with sales representatives on accounts, jointly executing retention and growth.

**REMARKS :**

Successful candidate have a Valid Driver's License and must be able to pass pre-employment physical, drug screening, and criminal background check. Starting pay is dependent upon experience and qualifications. Interested Candidates should apply online at [www.hged.com](http://www.hged.com) (Employment Opportunities). Send a cover letter describing in detail why your qualifications meet the announcement requirements along with your resume and salary requirements, and completed HG&E Job Application. Applications will be accepted until November 3rd, 2017.

**Send all materials and HGED Application to:**

City of Holyoke Gas & Electric Department  
Attn: Terry Sweeney, Human Resources  
99 Suffolk Street  
Holyoke, MA 01040  
[TerrySweeney@hged.com](mailto:TerrySweeney@hged.com)

City of Holyoke Gas and Electric Department is an Equal Opportunity Employer. EEO/AA/M/F/D/V.

Working safely is a condition of employment at HG&E

No Phone Calls or Agencies please