

Director, Outside Plant

One Communications is the premiere provider of connectivity and IT solutions in Bermuda. Our mission is to consistently deliver innovation and reliability and to exceed customer expectations at every touch point. We are currently seeking qualified individuals that can embrace the One Communications ("One") spirit of "getting it done" and to apply for the position of **Director Outside Plant**.

The logo for One Communications, featuring the word "One" in a white, sans-serif font inside a dark blue speech bubble shape.

Job Summary

Reporting to the CTO, the Director of Outside Plant is a critical leadership role that oversees Outside Plant Services to provide high-level quality control of the OSP departments (Maintenance, Construction, Service Delivery and Warehouse). The Director will oversee the department managers creating, implementing and enhancing consistent operational practices to ensure consistency with company initiatives and expectations. Direct responsibilities include performance management, purchasing, project planning, budgeting and business plan development. The key goal for this role is to actively and consistently support all efforts to simplify and enhance the customer experience.

Duties and Responsibilities

- Work Maintain and Support the Fiber Network and all outage restoration. Resolve all network outage and sustain our MTTR "Mean Time to Repair" to less than 4 hours
- Liaise with the Senior Manager of Engineering on Head End/Data Centre KPIs and how to address it in the field
- Set threshold/targets for HFC network performance and continue to drive results and continuous improvement of the network and staff
- Review and sign-off all invoices associated with the Section and assist CTO Planning & Service Delivery with controlling and monitoring of constructions expenditures, OT and other financial aspects of the department
- Prepare and annual capital and operational budget for the OSP section for review and approval. Receive and review bids for capital projects associated with department. Maintain and report on capital projects, operational expenses and provide OSP weekly updates
- Establish training and skills development curriculum for both new and existing employees; and ensure curriculum remains current and relevant. Participates in the hiring, training, and development of all departments under remit
- Manage both the productivity and quality of work down to the individual employee level; oversee and enforce workplace health and safety and provide safety training to employees as required
- Coach and mentor managers to increase and strengthen their professional development
- Manage the Network Performance with establish KPI and scorecards and hold the managers accountable to their respective areas

Skills and Abilities

- Requires an end-to-end understanding of OSP, Planning, Engineering, and Construction
- Experience with computers and software programs for job costing, online collaboration, scheduling and reporting

- Leadership and strategic management skills to develop, coach, and direct a team's performance to meet schedules and objectives
- Excellent communication (written and verbal) and interpersonal skills. Candidates must be able to communicate effectively with employees, customers and suppliers
- Ability to make decisions and solve problems while working under pressure as well as the ability to handle multiple projects and tasks to meet critical deadlines
- Proven staff management skills including the ability to supervise, motivates and train managers, and members of staff in a union environment
- Demonstrated proficiency with project management tools and processes
- Proven to be knowledgeable of best practices and trends relevant to HFC and Fiber/Network Construction and Design technologies
- Knowledge of HFC network and preventative maintenance of Sweep & Balance, CLI, Power Supply Maintenance, Node Optimization, Construction safety and standards, and Service Tech best practices and methodology

Education and Experience

- Bachelor's Degree in Construction Management, Engineering or a related field or, a minimum of ten (10) years' experience in Construction CATV for Residential & Business Services, five of which include direct team management
- A minimum of eight (8) years' experience supporting and working with RF Coax & Fiber Optic plant
- Mandatory 10 years experience in a hybrid fiber coax operations role including 5 years in a leadership role
- Operating knowledge of Docsis 3.0 and 3.1 are a must
- A Recognized Certificate of Completion within the field of Systems Technician would be an asset
- SCTE appropriate certifications would be an asset such as BDS, BTS, BTSC and DEP
- Experience with cabling for video, data and voice

We offer a dynamic and rewarding working environment along with a competitive compensation package. If you possess the requirements for the position and this sounds like the challenge you've been waiting for, please submit a detailed resume to www.onecomm.bm/careers

CLOSING DATE FOR APPLICATIONS: **Wednesday, July 14, 2021**