

## **CITY OF BURBANK**

### **FIBER SERVICES SUPERVISOR**

#### **DEFINITION**

Under direction to perform a wide range of complex administrative, technical, and professional duties in providing fiber optic service to customers; implement changes and improvements to the fiber optic infrastructure; and perform related duties as required.

#### **ESSENTIAL FUNCTIONS**

Oversees fiber optic services within the utility; meets with customers, developers, and contractors to establish new fiber optic service; provides information pertaining to fiber service requirements including fee quotes; generates estimates for dark fiber aid-in-construction fees; organizes and participates in daily activities of fiber services staff; creates fiber designs and drawings; conducts work order planning and scheduling; guides staff in the engineering, design, and drawings for capital improvement projects; provides staff support with applicable software programs, including, but not limited to, AutoCAD, Oracle, Work Asset Management (WAM), and Geographic Information Systems (GIS); supervises the updating and maintenance of fiber optic records; coordinates managed fiber service installations with fiber network staff; provides support to field operations staff; reviews plans and excavation permits; prepares and coordinates work reports and records; establishes and maintains cooperative working relations with the public, contractors, and other utilities; interfaces with other City departments, divisions, and outside agencies; may supervise, train, and evaluate employees; drives on City business.

#### **MINIMUM QUALIFICATIONS**

##### **Employment Standards:**

- Knowledge of – fiber optic service requirements; applicable laws, regulations, and ordinances; project management; General Order 95; General Order 128; overhead and underground construction practices; proper English usage, spelling, grammar, and punctuation in order to effectively perform the essential functions of this classification (this is not a language restriction as defined in California Government Code Section 12951).
- Skill in – utilizing applicable software programs, including, but not limited to, AutoCAD, Oracle, WAM, and GIS; computer-aided design and drafting.
- Ability to – interact with the public, contractors, developers, field crews, and other City departments; provide excellent customer service; plan, organize, and review the work of others; train and motivate others; implement goals, objectives, policies, procedures and work standards; read and interpret plans, drawings, and diagrams; foster a teamwork environment; provide clear work instructions; organize and prioritize workload; communicate effectively both orally and in writing; establish and maintain effective working relationships.

**Education/Training:** Two years of course work from an accredited college or university, or

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trade school, with emphasis in engineering and mathematics and six years of paraprofessional engineering experience in fiber optics, telecommunications, utilities or related field.

**License & Certificates:** A valid California Class "C" driver's license or equivalent at time of appointment.

### **SUPPLEMENTAL INFORMATION**

**Desirable Qualifications:** Experience in utility.