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
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.