



## JOB DESCRIPTION

**Job Title:** Director of Operations  
**Division:** Operations  
**Reports to:** Chief Technology Officer (CTO)

**FLSA Status:** Exempt  
**Represented by the Association:** No  
**Location:** Missoula

**Job Summary:** This position directs the manager/supervisor staff that oversees all of Blackfoot's service installation and delivery operations, including IT service personnel, installation and repair technicians, outside plant construction and engineering, service order fulfilment, provisioning and help desk/trouble ticket resolution. Will also work with the Network Engineering team to efficiently and effectively deliver data and voice services to retail and wholesale customers, and to develop and manage a long-term physical network infrastructure plan; Will also manage annual multi-million dollar capital expense and operating budgets.

### Essential Job Duties and Responsibilities:

- Through strong and effective leadership and management skills, lead and support the supervisor/manager team that oversee the various functions under this position. Ensure a safe work place within the department/division. Coordinate the operations team and resolve conflicts and/or make decisions where and when appropriate.
- Manage the planning and development of a cost efficient physical plant network infrastructure plan, including fiber-optic cable, access, and transport equipment, for the next one to five years, utilizing current and emerging technologies.
- Provide annual capital and expense budgets for Operations Division. Provide various capital construction forecasts for planned and unplanned network infrastructure projects. Manage all within budget parameters.
- Provide strategic input and direction and participate in strategic planning as required. Stay current on evolving data/telecom network and infrastructure operations.
- Provide organizational leadership embracing change and support a learning culture.
- Provide various statistical and analytical information to the CTO and/or Executive Leadership Team as requested.
- Work closely with leadership in other departments/divisions to provide an excellent customer service experience.

### Additional Job Duties and Responsibilities:

- Perform other duties and responsibilities as required to fulfill job function or as assigned.

### Knowledge, Skills, and Abilities:

- Knowledge of:
  - company policies, procedures, products and services.
  - data/telecom network operations and similar infrastructure operations.
  - general office practices and procedures.
  - effective supervision and management principles and practices.
  - time management and organizational skills.
- Skill to:
  - write original material, edit, proofread and finalize written material.
  - gather and report numerical data and produce statistical reports.
  - operate various office equipment need to perform the essential job duties.
  - inspire mid-level management, provide support and guidance, and effective feedback.

- Ability to:
  - be open to change.
  - work independently.
  - think analytically and be a problem solver.
  - communicate effectively, both in writing and in speaking, with customers, co-workers, and various business contacts in a courteous and professional manner.
  - work completely and accurately under time constraints and deadlines.
  - create a team environment and sustain employee morale.
  - obtain and maintain a valid Montana driver's license, have a good driving record and be insured under the Company insurance policy.
  - maintain confidentiality of Company records when required.
  - read, analyze, and interpret reports.
  - provide excellent customer service.
  - work in a safe and effective manner.

**Education and Experience:**

*Any combination equivalent to the following education and experience that would provide the required knowledge, skills and abilities would qualify. A typical way to obtain the knowledge, skills and abilities would be:*

Bachelors' degree with 6 to 8 years of telecommunications or related/similar industry operations experience with progressive management, supervision, and leadership experience. Masters in Business (MBA) or similar preferred.

**Physical and Other Requirements:**

This position may require 8 to 10 hour days, flexible hours and some weekends.

Physical Requirements	0-24%	25-49%	50- 74%	75-100%
Seeing: Must be able to read reports and use computer. Must be able to read and interpret test equipment.				X
Hearing: Must be able to hear well enough to communicate with employees and business contacts.				X
Standing/Walking:	X			
Climbing/Stooping/Kneeling:	X			
Lifting/Pushing/Pulling:	X			
Fingering/Grasping/Feeling:				X
Driving:	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.

Generally good working conditions with the absence of disagreeable conditions. Limited exposure to some of the elements listed above and some natural/outdoor elements.

**Additional Information:**

This job description is not intended to be all-inclusive, and employee will also perform other reasonably related business duties as assigned by immediate supervisor and other management as required. Blackfoot reserves the right to revise or change job duties and responsibilities as the need arises. This job description does not constitute a written or implied contract of employment.

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Employee Acknowledgement  
Date: March 6, 2017

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Date