

## Central Office Manager

Mainstay Communications is currently taking applications for a full time Central Office Manager position in Henderson, NE. With a 100% FTTH deployment offering Internet, IPTV, special circuits and land-line phone services, the Central Office Manager will be responsible for the uptime and reliability of the delivery equipment associate with our service offerings. The ideal candidate will possess some or all of the following knowledge base, be a self-starter, motivated and customer focused. This position reports directly to the General Manager.

### Essential Duties & Responsibilities:

- Provisioning customer services as it relates to our triple play offering, hosted PBX and special access circuits
- Internal & External Tier 2 support
- On call/after-hours rotational support
- Performs complex digital switching translations, SS7 and Trunking for Ribbon C15 switch
- Create and maintain accurate customer records, vendor escalation lists, processes, fiber records, network equipment labeling and network drawings
- Cross trains existing staff on inner workings of Central Office equipment
- Maintain service patches, logs and upgrades to all Central Office equipment
- Install, provision and decommission all Central Office equipment
- Maintains proper inventory and sparing
- Attends various industry events for continuing education
- Manage vendor relations to include vetting, contract negotiation and implementation schedules
- Continued process improvement to identify efficiencies
- Create detailed yearly budgets and recommendations for Management
- Build and maintain relationships within the company, telephone exchange, and industry
- Performs all other duties as assigned by Management

### Knowledge:

- TDM, IP, BGP, SONET, DWDM, OSPF, ERP & Ethernet services
- Ribbon (GENBAND) C15
- Calix C7 & E7 cards, chassis & ONT/Gateway Products
- Microsoft Word, Excel, PowerPoint & Access
- Tellabs/AFC

- Windows, MAC & Linux Operating Systems
- Eltek/Valere rectifiers and battery plant
- AC/DC theory
- OTDR, Power & VFL meter operations
- Nortel phone systems & C15 hosted PBX services
- Telecom industry standards, acronyms and specifications
- GPON, XGS-PON & NG-PON
- SIP Trunks & PRI
- Telecom fiber and copper color codes
- Associates or Bachelor's degree preferred plus 5 years of Central Office experience but will look at training the right person.

Contact:

Chris Johnson GM

[cjohnson@mainstaycomm.net](mailto:cjohnson@mainstaycomm.net)

402-723-4448