



JOB POSTING

Position: Inside Plant Operations Manager

Mid-Atlantic Broadband Communities Corporation (MBC) is seeking an experienced and motivated **Inside Plant (ISP) Operations Manager** to oversee day-to-day operations, maintenance activities, documentation, and inventory management across MBC's inside plant telecommunications infrastructure. This position ensures reliable network performance and supports efficient operation of equipment, power systems, and node facilities. This position also leads the technical team, manages work schedules and consumable materials, maintains up-to-date documentation, and assists with installation and maintenance tasks to support MBC's operational goals and service delivery standards.

MBC owns and operates an extensive open-access fiber optic network, providing wholesale optical transport services to communities throughout the southern Virginia region. Created in 2004, MBC's mission is one of economic revitalization and development in rural Virginia, working closely with communities and regional economic development groups to bring state-of-the-art broadband transport services to the area and help drive private sector investments in our region.

WORK LOCATION

Mid-Atlantic Broadband Communities Corporation, 715 Wilborn Avenue, South Boston, VA 24592, with the ability to visit client sites as required.

DUTIES AND RESPONSIBILITIES

Inside Plant Operations

- Manage daily inside plant operations across network nodes and co-location sites.
- Oversee installation, testing, and maintenance of DWDM, SONET, and packet optical systems (Infinera, Cisco NCS, Ciena).
- Ensure adherence to operational standards, safety requirements, and engineering specifications.
- Assist with equipment installations and network provisioning activities as needed.
- Coordinate with NOC and Field Engineering on service-impacting issues.

Workforce & Scheduling Management

- Develop and manage daily and weekly technician schedules.
- Assign workloads, monitor progress, and track completion timelines.
- Adjust staffing priorities to meet operational demands, maintenance needs, and emergencies.
- Ensure tasks are performed safely, efficiently, and within established timelines.

Inventory & Material Management

- Maintain and order consumable inventory including optics, jumpers, DC power cable, lugs, and heat shrink materials.
- Monitor stock levels and reorder supplies proactively to avoid shortages.
- Reconcile inventory usage with project and maintenance activity records.
- Coordinate with purchasing and vendors to ensure cost-effective and timely procurement.

Documentation & Record Accuracy

- Maintain current and accurate node documentation records for all inside plant locations.
- Update rack elevation drawings and related documentation for equipment additions, removals, and modifications.
- Ensure rack photos and labeling are current and standardized.
- Support documentation audits and maintain organized electronic records for compliance and network accuracy.

Facility & Power System Support

- Support the maintenance of DC power and battery systems to ensure reliable backup power.
- Coordinate preventive maintenance for HVAC and generator systems at network nodes.
- Monitor environmental and physical security conditions at MBC facilities.

Team Leadership

- Supervise Telecommunications Technicians and operational support staff, providing direction, technical guidance, and performance feedback.
- Conduct team meetings, safety briefings, and individual coaching sessions.
- Promote training and skill development to maintain a technically proficient workforce.
- Promote a culture of safety, accountability, and collaboration.

Departmental Support & Projects

- Collaborate with Engineering, NOC, and Sales Implementation teams to support network builds and service activations.
- Communicate status updates, maintenance activities, and project progress to the Director of Inside Plant Operations.

- Assist with planning and managing capital and expense projects related to ISP infrastructure.
- Participate in the on-call rotation to support after-hours maintenance and emergency restoration activities.
- Perform other duties as assigned.

REQUIREMENTS

- Associate's or Bachelor's degree in Telecommunications, Electrical Engineering, or related field, or equivalent professional experience.
- Minimum of five (5) years of telecommunications or network operations experience, including at least two (2) years in a supervisory or team lead role.
- Strong technical knowledge of DWDM, SONET, and packet optical transport systems (Infinera, Cisco NCS, Ciena preferred).
- Experience with DC power systems, battery plant maintenance, HVAC, and generator systems
- Ability to carry out instructions furnished in written and oral form, possess high-quality verbal and written communication skills.
- Demonstrate strong interpersonal and customer service skills.
- Must have strong organization skills, time management, and be detail oriented.
- Must have strong time and resource management skills with ability to contribute to multiple projects simultaneously.
- Advanced computer skills including Microsoft Excel, Word, and network documentation tools.
- Continuous computer keyboard activity; ability to bend, stoop, stand, sit, lift up to 75 lbs., and walk and stand for prolonged periods.
- Ability to operate outside plant engineering tools and equipment such as measuring wheel, height stick, etc.
- Ability to plan and prioritize job tasks within deadline using independent judgment.
- Ability to create good impression commanding attention, respect, confidence, and diplomacy with members, contractors and vendors.
- Problem-solving skills including creativity, analysis and innovation.
- Ability to work under pressure, self-directed with good business judgment.
- Valid driver's license with ability to travel to MBC network sites as required.

COMPENSATION AND BENEFITS

This position is full-time with benefits. MBC offers competitive compensation and comprehensive benefits to include medical, dental, vision, short- and long-term disability coverages, life insurance, 401(k) retirement, tuition reimbursement, paid time off and holidays. MBC is an equal employment opportunity (EEO) employer and will consider all applications without regard to race, color, religion, citizenship, political activity or affiliation, marital status, age, national origin, race, traits historically associated with race, physical or mental disability, medical condition, genetic information, veteran status, military status, sexual orientation, sex or gender (which includes harassment and discrimination based on gender identity, gender expression, pregnancy, childbirth, or related medical conditions), taking or requesting statutorily protected leave, or any other characteristics protected under federal, state, or local laws.

HOW TO APPLY

Submit cover letter and resume to Human Resources at hr@mbc-va.com or 715 Wilborn Avenue, South Boston, VA 24592.