



Monkeybrains ISP
635 Potrero Ave
San Francisco, Ca 94110

Company Overview:

MonkeyBrains offers fixed wireless internet to residents and businesses throughout San Francisco. MonkeyBrains' mission is to provide affordable Internet - hosting and access - to residents and businesses throughout San Francisco and ultimately the Bay Area. Our ability to achieve these goals rests on our ability to attract and grow a team of world-class people. MonkeyBrains offers competitive rates and full benefits.

Position: Field Operations Supervisor

MonkeyBrains is looking for a talented Field Operations Supervisor to manage a diverse team of Field Technicians. The Field Supervisor will be required to provide technical and network problem resolution real time. Field Operations Supervisor environment can range between on-site work and office computer and telephone support. An ideal candidate for this role will enjoy management, be able to multi-task, have electrical or installation background, and possess a base networking knowledge.

Duties and Tasks/Essential Functions:

- Manage a team of approximately 10 Field Technicians;
- Work in tandem with the scheduling and administration teams to ensure all scheduled jobs 15 jobs daily/ 76 weekly/ 3,900 annually, are effectively executed and payment received;
- Support 10 Field Operations Technicians throughout the day for each of their scheduled jobs, including technical assistance, installation requirements, client discourse, scheduling complications, vehicle arrangements, and hardware/technology needs;
- Work with Network Engineering & Technical Support teams to ensure proper hardware deployment;
- Work with Compliance to ensure all links are properly deployed and critical details accounted for;
- Work with Field Technicians and Technical Support to troubleshoot connection issues;
- Identify and escalate priority issues and redirect problems to appropriate resources including suggesting fixes, re-points, remote repairs, etc
- Daily job QA analysis;

Skill and Knowledge Qualifications:

- Proper professional etiquette;
- Ability to speak and write clearly, accurately and professionally;
- Demonstrated proficiency in typing and grammar;
- Knowledge of relevant software computer applications and equipment;
- Knowledge of customer service principles and practices;
- Effective listening skills;
- Multi-tasking capabilities;

Competencies:

- 2-3 years of management experience;
- Level 1 Networking background, including Layer 1-3 experience;
- Knowledge of Cat5e wiring;
- Experience with electricity, technology, and construction a plus

Physical Job Requirements:

- Must be able to climb ladders;
- Walk and stand on rooftops;
- Carry a minimum of 30 pounds