



Job Title	Internet Operations Manager
Terms	Full-time hire
Location	Washington, DC
Compensation	\$65,000 – \$75,000 annually, commensurate with experience
Job Summary	An integral part of the Operations team, the Internet Operations Manager will focus on developing and strengthening the technical support and installation areas of the business. In collaboration with the business owners, the Internet Operations Manager will plan, coordinate and execute organizational technical assignments in the areas of network monitoring, tower/multi-dwelling (MDU) construction, customer installations and tech support.

Who We Are:

Founded in 1999, DC Access is the only locally owned and operated Internet Service Provider in Washington, DC. The company offers WiFi and digital living consultations to residential and commercial customers in several Washington, DC and Northern Virginia neighborhoods. DC Access also operates Free TV DC, which installs rooftop antennas that allow residents to take advantage of broadcast digital television.

Job Summary:

Since day one, the company's goal has been to provide reliable, affordable Internet service combined with outstanding customer support. We are looking for a hands-on Internet Operations Manager who: always has the customer first in mind; encourages a highly collaborative work environment; develops their direct reports utilizing their strong leadership qualities; and when presented with a challenge, doesn't quit until they find a solution.

The Internet Operations Manager will be an integral part of the Operations team with a focus on developing and strengthening the technical support and installation areas of the business. In collaboration with the business owners, the Internet Operations Manager will plan, coordinate and execute organizational technical assignments in the areas of network monitoring, tower/multi-dwelling (MDU) construction, customer installations and tech support. This position will require off duty work hours to be performed from time to time.

Key Responsibilities:

- Oversee the day-to-day work of install technicians; work with the team to reduce return visits to customer sites; coordinate and execute special projects; act as 'go-to' person for guidance on difficult technical problems and customer issues; ensure all customer requests are resolved professionally, in a timely manner, and within company standard operating procedures.
- Create, document, implement and manage customer install processes and procedures; ensure install technicians are properly trained and follow processes.
- Train new install technicians and technical support employees to perform within company standards.
- Perform managerial tasks such as approving time off/sick leave and managing the job calendar to accommodate for changes and minimizing overtime hours, and leading a weekly meeting with install and tech support staff.
- Work and coordinate with business owners to ensure that the departments in which you are responsible for are performing well and accomplishing needed work in a timely manner.
- Coordinate and participate in projects to design, develop, program, test, install and maintain specialized technical operations.

- Assist in maintaining network to limit downtime, sharing the responsibility of acting as the on-call contact for any tower related interruptions on the network.
- Design MDU wiring and antenna placement plans; provide hands-on support to the install tech staff for the installation.

Experience Desired:

- Bachelor's degree in computer science, information technology, network and wireless technologies, or related technical field.
- 4+ years technical and team leadership experience
- Excellent communications, multi-tasking and team building skills
- Understanding of wireless technology
- 4+ years experience in networking, security, firewalls – troubleshooting and maintenance
- OS Administration (Linux/Windows, etc.) experience a plus
- Zabbix experience a plus
- Ubiquiti and Mikrotik experience a plus
- Possess a valid driver's license
- Working knowledge of hand tools and power tools, including masonry hammer drills
- Strong customer service skills
- Available for flexible work schedule (shared off-hours emergency service)
- Ability to carry and climb one to two story ladders (up to 32 foot ladder and 50 lbs.)
- Comfortable climbing up to heights of 40 feet or more
- Comfortable working outdoors in all types of weather throughout the year
- Ability to diagnose issues through non-technical descriptions that are provided by customers

Benefits of DC Access:

- Fast-paced, fun, and entrepreneurial work environment in Washington, DC
- Key position in a growing company with opportunities for advancement
- The opportunity to provide an Internet and TV alternative to the good people of DC and Virginia
- Flexibility and respect for life outside of DC Access
- Team appreciation days with good food and drink
- Casual dress code