

DIRECTOR TECHNICAL STAFF- B/OSS SOFTWARE

SUMMARY

Manage the B/OSS Technical Staff, which is responsible for specification and development of solutions that integrate with MSO B/OSS and functions. The expertise in this group will be made up of software architects, network engineers and software developers with a deep understanding of enterprise software architectures, implementations, and integration. This group will also provide subject matter expertise in the area of exposing services through Internet technologies. This group also includes assuring ongoing support of Member and Affiliates utilizing the Go2BroadBand Platform support services and the Cable Mover Hotline lookup service. Participate in developing and meeting or exceeding schedule and resource planning for Platform Roadmap.

FUNCTIONS

- Develop and manage overall resource planning for areas of responsibility which will include provisioning and management specifications for DOCSIS, PacketCable, OpenCable, Business Services, Advertising and Interactive services and the existing G2B Platform, products and services support related to business services, and other industry-wide mediation platforms.
- Manage the activities of CableLabs' Go2Broadband project (G2B), responsible for its operations and the continued development of the services provided, including:
 - Work closely with members and industry groups to use and continuously improve the G2B technical platform functionality and operations;
 - Work closely with team members to ensure their contributions to the team project goals and deliverables;
 - Manage the web hosting, including developing and maintaining a 7x24x365 operations monitoring and support plan.
 - Guide the project team in resolving technical issues of service locator retail partners as outlined by internal processes and service level agreements assuring cable operators and/or affiliate issues are dealt with in a prompt and effective manner;
 - Work with the project team to identify develop and deploy technical fixes, important for continued Member and Affiliate satisfaction and adoption
 - Monitor and report on the operational metrics and new development to members and CableLabs management.
- Participate in other internal work programs by providing technical and economic analysis needed for resource planning and performance management
- Represent CableLabs and its members on various cable industry committees, and member meetings.
- Perform other functions as requested by management.

OTHER

- Plan for and produce work product of very high quality.
- Set, gain approval for and meet goals and objectives for area of responsibility making appropriate use of the Company's planning, budgeting, accounting, and project management systems and policies and procedures (See Employee Handbook) to increase overall efficiency and meet corporate financial goals.

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- Make appropriate use of CableLabs safety policies and procedures (See Safety Manual).
- Help other CableLabs departments meet goals, objectives. Share knowledge and cooperate with other departments.
- Promote and enhance the Company's image.
- Exhibit advanced organizational, communications and interpersonal relations skills. Exercise initiative in areas of responsibility.
- Maintain, update and improve job knowledge.
- Cooperate with other supervisors to resolve conflicting work assignments for support employees.

REPORTS TO

Chief Technical Officer

CONTACTS

Senior technology and marketing officials of MSOs and other Affiliated companies, senior business planning/strategic planning executives of MSOs and other companies, CTAM Retail and Moves committees, vendors, Board and TAC members, industry committees.

QUALIFICATIONS

Bachelor's degree with at least 5 years experience in managing project teams with multi-clients in areas related to web development and operations management of commercial web sites. Ability to work with and develop consensus among diverse groups is essential. A collaborative team oriented project management style is required. Strong interpersonal, organizational, administrative, communications and management skills; substantial knowledge of and experience with telecommunications business issues. Strong problem solving skills and ability to manage website development. Good communications skills and the ability to work well with others. Willingness to travel up to 15% of the time..