FIELD OPERATIONS SUPERVISOR

POSITION OBJECTIVE

Teleco is seeking an experienced, hands-on Field Operations Supervisor to lead and oversee our field services team, coordinate technical projects, and ensure the consistent delivery of high-quality installations and exceptional customer service.

This is a working supervisory position with direct responsibility for the day-to-day management, scheduling, performance, and technical support of Teleco's field employees and installations.

The Field Operations Supervisor will assign work, provide direction, monitor project progress, approve completed field activities, conduct quality inspections, and address technician performance concerns.

While the primary focus is leadership and operational oversight, the Supervisor will also provide hands-on technical assistance when required for complex installations, troubleshooting, training, or project support.

The ideal candidate combines strong technical expertise with leadership, organizational skills, sound judgment, and the ability to hold team members accountable while fostering a positive, collaborative working environment.

REPORTING STRUCTURE

This position reports to the President, with indirect oversight by the Director of Sales and IT.

The Field Operations Supervisor has direct day-to-day supervisory authority over assigned field technicians, including work assignments, scheduling, technical direction, quality approvals, coaching, and addressing performance concerns.

Formal disciplinary actions, hiring, termination, and compensation decisions will be coordinated with senior management in accordance with Teleco's policies.

KEY RESPONSIBILITIES

Field Leadership & Staff Supervision

- Direct and supervise the daily activities of Teleco's field technicians.
- Assign technicians to projects, service calls, and daily work activities based on priorities, technical capabilities, availability, and project requirements.
- Establish daily work priorities and communicate clear instructions and expectations.
- Monitor technician productivity, attendance, workmanship, and adherence to assigned responsibilities.

- Review and approve completed daily field work, ensuring tasks are performed correctly and properly documented.
- Provide technical direction and resolve operational challenges encountered by technicians.
- Address performance concerns directly through timely feedback, coaching, and corrective guidance.
- Document recurring performance issues and escalate formal disciplinary matters to senior management.
- Assist management with technician performance evaluations and development planning.
- Identify training requirements and coordinate opportunities to improve technician skills.
- Mentor and support technicians while promoting accountability, teamwork, and professionalism.
- Ensure technicians understand and follow Teleco's policies, procedures, and expectations.

Project Coordination & Field Operations

- Assist management in planning, organizing, and executing installation and service projects.
- Review project scopes, drawings, specifications, timelines, and material requirements before assigning work.
- Coordinate technician assignments and daily field schedules to support project priorities and deadlines.
- Monitor work progress across multiple job sites and adjust field resources when required.
- Ensure technicians have the necessary materials, tools, equipment, and information to complete assigned work.
- Conduct regular site visits to monitor project progress, resolve challenges, and provide direction.
- Identify and communicate project delays, material shortages, technical issues, and scope changes.
- Coordinate with customers, project stakeholders, subcontractors, and other trades when necessary.
- Provide management with regular project status updates and recommendations.
- Assist with project commissioning, deficiency resolution, final inspections, and customer handover.
- Escalate proposed changes affecting approved budgets, contractual scope, or customer commitments for management authorization.

Quality Assurance & Workmanship

- Conduct regular on-site quality inspections throughout project execution and upon completion.
- Establish and reinforce consistent installation standards and best practices across the field team.

- Ensure installations comply with Teleco's workmanship standards, applicable manufacturer specifications, industry standards, and customer requirements.
- Inspect structured cabling installations for proper routing, termination, labelling, cable management, testing, and certification.
- Inspect security system installations, including CCTV, access control, mounting, wiring, programming, and system functionality.
- Identify deficiencies, assign corrective work, and verify completion before approving installations.
- Review testing results, certification reports, and project documentation for completeness and accuracy.
- Approve field work that meets project requirements and Teleco's quality expectations.
- Monitor recurring quality issues and implement corrective measures to reduce rework, callbacks, and customer concerns.

Hands-On Technical Support

- Serve as the primary technical escalation point for field technicians.
- Provide hands-on assistance for complex installations, troubleshooting, commissioning, and technical challenges.
- Support technicians with CCTV, access control, structured cabling, fibre optic systems, and related network infrastructure.
- Demonstrate proper installation methods, tool usage, and manufacturer-recommended practices.
- Participate directly in installation work when operationally necessary.
- Maintain current technical knowledge of Teleco's products, systems, and installation standards.

Hands-on installation work is a supporting responsibility and should not routinely interfere with supervisory, project coordination, or quality assurance duties.

Health & Safety Leadership

- Fulfil applicable supervisory duties under Ontario's Occupational Health and Safety Act and relevant regulations.
- Ensure technicians comply with Teleco's Health and Safety Management Program, safe work procedures, and site-specific requirements.
- Confirm that technicians are appropriately trained, equipped, and authorized for their assigned work.
- Monitor safe work practices involving ladders, lifts, power tools, and other field equipment.
- Ensure required hazard assessments and safety checks are completed.
- Identify and address unsafe work conditions and practices promptly.
- Exercise authority to stop unsafe work and ensure hazards are appropriately controlled before work resumes.

- Report and assist in investigating workplace incidents, near misses, and safety concerns.
- Promote a culture in which safety, professionalism, and accountability are expected at every job site.

Documentation, Reporting & Communication

- Review and approve daily field work reports and completed work documentation.
- Ensure technicians maintain accurate service records, installation reports, testing results, and as-built documentation.
- Maintain records of quality inspections, deficiencies, corrective actions, and project completion.
- Communicate technician performance concerns and operational issues to management.
- Provide regular updates regarding project progress, scheduling, field productivity, and resource requirements.
- Maintain effective communication between technicians, management, customers, and project stakeholders.
- Recommend improvements to field procedures, documentation, and operational efficiency.

QUALIFICATIONS & REQUIREMENTS

- Extensive hands-on experience installing, configuring, troubleshooting, and servicing security systems and structured cabling infrastructure.
- Previous experience as a lead technician, senior technician, field supervisor, or in a comparable technical leadership role.
- Demonstrated ability to supervise employees, assign work, provide feedback, and address performance concerns.
- Strong technical knowledge of CCTV, access control, Cat6, fibre optic cabling, and related network infrastructure.
- Experience coordinating field projects, technician schedules, and multiple job sites.
- Strong understanding of quality assurance, installation standards, and professional workmanship.
- Excellent organizational, communication, leadership, and interpersonal skills.
- Strong decision-making, problem-solving, and conflict-resolution abilities.
- Ability to balance operational priorities, technician support, and customer expectations.
- Knowledge of Ontario workplace health and safety requirements and applicable supervisor responsibilities.
- Proficiency with Windows-based applications, mobile field tools, and electronic project documentation.
- Ability to perform field work safely, including work at heights when appropriately trained and authorized.
- Valid G-class Ontario driver's licence.
- Willingness to travel to customer sites and out-of-town projects as required.
- Ability to meet applicable customer site-access and background screening requirements.

TELECO
Integrating Technologies

PERFORMANCE EXPECTATIONS / JOB OBJECTIVES

The Field Technician Supervisor will be evaluated on:

- **Team Leadership:** Effectively supervising, directing, supporting, and holding field technicians accountable.
- **Scheduling & Productivity:** Assigning technicians efficiently and maintaining productive daily field operations.
- **Project Execution:** Supporting projects to meet established schedules, requirements, and quality expectations.
- **Quality Assurance:** Maintaining high installation standards while reducing deficiencies, rework, and callbacks.
- **Performance Management:** Addressing performance concerns promptly and supporting technician development.
- **Technical Support:** Providing effective guidance and resolving escalated technical challenges.
- **Safety Leadership:** Ensuring safe work practices and proactively addressing workplace hazards.
- **Communication:** Maintaining clear communication with technicians, management, and customers.
- **Continuous Improvement:** Identifying opportunities to improve productivity, field processes, and overall service delivery.

WHY JOIN TELECO?

- **Locally Owned & Operated:** Be part of a proudly locally owned and operated Northern Ontario company with over 40 years of experience, strong community roots, and a reputation built on trust, quality, and service.
- **A Culture That Cares:** Join a supportive, team-oriented workplace where employees are valued, respected, and encouraged to succeed. We believe in looking after our people, working together, and celebrating shared accomplishments.
- **Commitment to Growth & Development:** We invest in our employees through ongoing training, industry certifications, mentorship, and opportunities to develop both technical expertise and leadership skills.
- **Giving Back to Our Community:** We believe in supporting the communities where we live and work. Community involvement and giving back are important parts of who we are as an organization.
- **Meaningful & Rewarding Work:** Work on diverse and challenging technology projects across Northern Ontario, helping businesses and organizations stay connected, secure, and equipped for the future.
- **Opportunity to Make an Impact:** Take pride in being part of a company where your ideas, contributions, and leadership make a difference in the success of our team, our customers, and our community.

WORKPLACE DESIGNATION

This is a field-based supervisory position requiring regular attendance at customer sites, active involvement in field operations, and coordination with Teleco's management team. The position cannot be performed exclusively remotely.

ACCOMMODATIONS

Teleco is committed to providing reasonable accommodations in accordance with applicable Ontario accessibility and human rights requirements.

DISCLAIMER

The above statements describe the general nature and level of work associated with this position and are not intended to represent an exhaustive list of responsibilities, duties, or qualifications.

EMPLOYEE ACKNOWLEDGEMENT

I, _____, acknowledge that I have read and understood the responsibilities and expectations associated with the Field Technician Supervisor position.

Employee Signature: _____

Date: _____

Direct Manager Signature: _____

Date: _____