

# Job Description

## Team Leader

**REPORTS TO:** Branch Manager/Operations Manager

### **SUMMARY OF POSITION**

The Team Leader is responsible for Team and Project supervision and some administrative duties with regards to the Team and Projects. This includes the physical installation of ICT Infrastructure, overseeing the work of others, surveying work sites, coordinating work flow within the team, act as the Company's liaison and provide on the job training to Assistant and Senior Assistant Technicians as needed.

### **ROLES AND RESPONSIBILITIES**

#### **Team Supervision**

- Lead, direct and support to teams on site.
- Provide continuous and effective technical and supervisory support to teams on site.
- Ensure installations are completed on time. Ensure work is completed in accordance with the project plan, job schedule and planned timelines.
- Continuously train and upskill Assistant Technicians and Senior Assistant Technicians, teaching them technical skills and installation standards.
- Ensure that the team members takes care of and maintains their provided PPE kits.

#### **Project / Site Management**

- Accurately determine the scope of work, timelines, materials and tools required, based on the quote provided to the client, to complete the project within predetermined timelines. Plan installation accordingly, prior to commencing with the installation.
- Ensure project / job documentation is completed and provided to client, so that job sign-off can be requested.
- Draw / Update basic floor plans upon completion of the installation.
- Ensure that test results are available and complete Certification Documents to submit to the CAD Department.
- Provide project status / installation feedback to the Clients and Management on daily basis
- Timeously identify and report back on potential delays due to problems that may occur.

#### **Installation and General**

- Continuously deliver quality installations by showing dedication and a high attention to detail. The below are examples of how this is demonstrated:
  - o Installation photos
  - o QA checklists
  - o Limited returns to site to fix faults and do repairs after installation is complete
- Ensure effective housekeeping is done on site. The installation site is always left clean and tidy.
- Ability to test all installations to Level 3 specifications. Understand the set-up of the tester.
- Splicing - Adhere to the following:
  - o Proper preparation
  - o General neatness of work
  - o Splicing correct - fibre links when completed"
- OTDR Testing - Ability to test fibre installation and do fault finding with OTDR. Understand the set-up of the OTDR.

#### **Administration**

- The condition and maintenance of tools and equipment (drills, splice machines, testers, ladders etc) are safeguarded at all times. Tools/Equipment is not lost or damaged and is routinely maintained and cleaned.
- Completeness of toolboxes and toolkits, including hand tools. Tools are not lost or damaged and used for the correct applications. Ensure that tool checklists are completed regularly.
- Cleanliness and tidiness of company vehicle. Vehicles are not damaged (dents and scratches) and the necessary maintenance and upkeep is done.
- Ensure that timesheets are submitted for each Job timeously. Overtime correctly submitted.
- Responsible for ensuring the stock that has been issued is correct for the installation that needs to be completed (check stock before leaving the office)
- Stock returns always done once an installation has been completed. No other issues with stock returns?
- Provide WhatsApp Updates on site arrival, departure, issues, and project status.

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- Complete and submit Vehicle Inspection Sheets.
  - o Daily: Complete Vehicle Inspection Sheet.
  - o Monthly: Submit all completed Vehicle Inspection Sheets and Travel Logs to the Fleet Adviser or Branch Manager.
- Responsible for ensuring that H&S documentation (risk assessments and reporting near misses) is submitted continuously.
- General care and maintenance of company PPE

### **Health, Safety, Quality and Environmental Responsibilities**

- All Health and Safety documents to be completed and submitted daily
- Report any deviations that could lead to an accident
- Participate in Safety Training to improve safety standards
- Report incidents and accidents before the end of a shift
- Adhere to the Company's Health and Safety policy and procedure
- Look after your own safety and that of other employees
- Ensure that the SHEQ Management System requirements are met towards customer, internal, ISO, regulatory / legal requirements.
- Manage and perform all internal processes, especially those that affect the quality of the Organization's products.
- Work with Customers, Colleagues and Contractors towards continual improvement of the Management system and report the need for improvement to Management.
- Keep up standards and regulations with respect to Products and Services

**Any other reasonable duties and responsibilities in line with your capabilities and at the request of your Superior**

## **JOB REQUIREMENTS**

- Minimum of Grade 12 or equivalent
- Minimum years of experience:
  - o LEVEL 1: 2 years
  - o LEVEL 2: 4 years
  - o LEVEL 3: 5 years +
- Must be able to handle large scale projects
- Must have knowledge of Project Planning
- Must have sound knowledge of the Company's products and services
- Must have supervisory, leadership and conflict management skills
- Must be competent with the use of a Certification Tester
- Must be able to read and interpret building/floor plans
- Must understand the correct wiring specifications for the relevant cabling systems
- Must be able to match joints on power skirting and trunking
- Must be able to use the test equipment and interpret results on entry level testing
- Must be able to use hand tools and fastening materials
- Must have perfect colour vision as plans, wires and cables are colour coded
- Must be able to use both hands as well as have full range of motion in your hands and fingers
- Must have good verbal and written communication skills
- Must be available to travel and work overtime as and when required
- A valid driver's licence

## **BEHAVIOURAL REQUIREMENTS**

- Must be able to motivate and bring out the best in the employees within the team
- Must be able to work independently as well as in a team
- Must have excellent organisational, planning, multitasking and administrative skills
- Must be able to follow instructions
- Must have exceptional attention to detail, be results and detail driven, and goal orientated
- Must be logical, methodical and proficient
- Must be able to prioritise jobs, perform under pressure and meet deadlines

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- Must be able to manage time efficiently and effectively
- Must consistently maintain a high level of integrity, honesty and reliability
- Must be willing to take on new responsibilities and challenges
- Must have excellent Customer service skills
- Must be dressed professionally at all times
- Must conduct him/herself in the appropriate manner and show respect towards the Company, Clients, Suppliers, Contractors and fellow employees
- Must have excellent interpersonal and communication skills

I hereby understand and accept the duties and responsibilities as laid out in the job description and confirm I can perform the functions detailed above.

Full Name and Surname : \_\_\_\_\_

ID Number : \_\_\_\_\_

Date : \_\_\_\_\_

Signature : \_\_\_\_\_