



West Region Job Opportunities

NEW OPENINGS

Last Updated: **11/25/09**

Location	Req #	Job Title	Recruiter	Close Date (or until filled)
Culver City	116322BR	Maintenance Technician - Internal Posting Only	Antoinette DeLeon	11/29/09
El Segundo	116380BR	Database Administrator-Oracle	Melissa Fernandes	12/01/09
El Segundo	116382BR	Database Administrator-SQL Server	Melissa Fernandes	12/01/09
El Segundo	116384BR	Database Analyst	Melissa Fernandes	12/01/09
El Segundo	116433BR	Database Marketing/Analytics Manager	Sara Mendoza	12/02/09
El Segundo	116337BR	IT Tech- Help Desk	Melissa Fernandes	12/01/09
Orange	116388BR	Dispatcher	Alicia Duenas	11/30/09

CURRENT OPENINGS

Location	Req #	Job Title	Recruiter	Close Date (or until filled)
Anaheim	115144BR	Mgr, Engineering	Sylvia Pena	Until Filled
Bellflower	116306BR	Compliance Technician/Inspector	Antoinette DeLeon	Until Filled
Bowcroft	116037BR	Headend Technician	Melissa Fernandes	Until Filled
Cerritos	115093BR	Business Class Operations Project Coordinator	Ngoc Phung	Until Filled
Cerritos	113682BR	Business Class Sales Coordinator	Alicia Duenas	Until Filled
Cerritos	116343BR	Business Class Sales Coordinator	Alicia Duenas	Until Filled
Chatsworth	114129BR	Production Coordinator	Sara Mendoza	Until Filled
Colorado Springs	115538BR	Outbound Telemarketing Specialist	Jason Cross	Until Filled
Colorado Springs	116264BR	Sales/Customer Care Representative	Jason Cross	Until Filled
Culver City	116305BR	Compliance Technician/Inspector	Antoinette DeLeon	Until Filled
El Segundo	115372BR	Technical Engineering Facilities Regional Manager	Sylvia Pena	Until Filled
El Segundo	115751BR	Business Class Account Executive Premier - Metro	Shirley Mukai-Fortunato	Until Filled
El Segundo	115677BR	Retail Account Specialist	Shirley Mukai-Fortunato	Until Filled
El Segundo	116039BR	Retail Sales Supervisor	Shirley Mukai-Fortunato	Until Filled
El Segundo	115338BR	Sales Special Events Representative	Darren Selesnow	Until Filled
Garden Grove	113703BR	Direct Sales Supervisor	Paula Barton	Until Filled
Hollywood	115951BR	Customer Care Supervisor	Amity Anderson	Until Filled

Los Angeles	115968BR	Cable Store Supervisor	Paula Barton	Until Filled
Miraloma	116219BR	MDU Concierge Representative	Desirea Ortega	Until Filled
Miraloma	116220BR	MDU Concierge Representative	Desirea Ortega	Until Filled
Ontario	115307BR	Engineer, Telecom	Sylvia Pena	Until Filled
Ontario	116276BR	External Operations Manager	Paula Barton	Until Filled
Ontario	115307BR	Telecommunications Engineer	Sylvia Pena	Until Filled
San Diego	116052BR	Converter Repair Technician	Melissa Fernandes	Until Filled
San Diego	116169BR	Field Service Supervisor	Sylvia Pena	Until Filled
San Diego	116301BR	NOC Tech I	Melissa Fernandes	Until Filled
San Diego	115189BR	NOC Tech I- Part Time	Melissa Fernandes	Until Filled
San Diego	115536BR	Operations Call Center Manager	Sylvia Pena	Until Filled
San Diego	116193BR	Preventative Maintenance Tech (internal only)	Sylvia Pena	Until Filled
San Diego	116369BR	Rep, Collections	Sylvia Pena	Until Filled
San Diego	115936BR	Retail Sales Associate	Melissa Fernandes	Until Filled
Torrance	116218BR	MDU Concierge Representative	Desirea Ortega	Until Filled
Wilmington	113702BR	Direct Sales Supervisor	Paula Barton	Until Filled

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Apply online at: www.timewarnercable.com/careers

Internal Candidates – apply online within 7 days to be considered under the "Employees First" philosophy. Intranet address: www.twcable.com/Corp/EmployeeFirst

If you have any questions or have trouble applying online, please email: los.howtoapply@twcable.com

High School Diploma or the Equivalent is Required for all Positions

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Drug Test / Background Check Required

DMV Check Required for Driving Positions

JOB SUMMARY
WEST REGION**Open Date 11/19/09 – Close Date 11/29/09 (or until filled)**

Job Title: Maintenance Technicians- internal posting only
Location: Culver City, CA (LA West)
Requisition #: 116322BR

Time Warner Cable is currently seeking Maintenance Technicians for our Culver City, CA (LA West) location. Below please find a brief description of the essential duties and responsibilities required to function successfully in this position.

POSITION SUMMARY:

Perform routine and preventative maintenance on feeder/distribution and trunk systems in order to maintain system performance standards and perform all the duties of a Service Technician when required.

ESSENTIAL FUNCTIONS:

- Follow established troubleshooting procedures to identify faults within the subscriber drop, feeder/distribution and trunk systems to ensure proper signal level, picture quality and compliance with all local, state, federal and Time Warner requirements and standards.
- Correct faults found in the above by adjusting, repairing or replacing passive or active components as required to maintain standards established by the company.
- Perform signal egress/ingress detection and correction and maintain a daily log of same according to procedures and requirements.
- Complete and report test point measurements.
- Perform emergency restoration of signal outages in the feeder/distribution and trunk systems and serve on-call as needed.
- Perform system balance and assist with system sweep operations.
- Conduct power supply maintenance.
- Complete preventative maintenance work as required or assigned.
- Activate new plant and perform preliminary proof when required.
- Perform the duties of a Service Technician as needed.
- Demonstrate support for excellent customer service.
- Inform supervisor as necessary.
- Maintain a professional attitude and appearance at all times.
- Perform other related duties and tasks as assigned or as become evident.
- Monitors, repairs and maintains the ongoing leakage program.
- Maintains and stocks company vehicles with necessary tools and materials.
- Recognizes, practices and enforces safety rules and procedures.

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QUALIFICATIONS:

- High school diploma or equivalent is required. Supervisory training and experience preferred.
- Two years of general CATV experience is also required.
- Knowledge of cable system plant
- Knowledge of materials needed to maintain system plant
- Knowledge of CLI leakage requirements
- Knowledge of working strand and lashing wire
- Knowledge of general construction and pole line transfers
- Knowledge of minor troubleshooting and repairs
- Knowledge of signal level and other troubleshooting devices
- Knowledge of radio procedures
- Knowledge and use of PC
- Knowledge of safety rules and procedures
- Proficiency in performing FSM calibrations
- Good verbal, written and interpersonal communications
- Good mechanical aptitude
- Ability to organize materials, tools and equipment
- Ability to train personnel
- Ability to troubleshoot, solve and repair technical problems
- Ability to interpret maps and navigate cities
- Ability to respond to a system outage quickly

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JOB SUMMARY
WEST REGION**Open Date 11/23/09 – Close Date 12/01/09 (or until filled)**

Job Title: Database Administrator-Oracle
Location: El Segundo
Requisition #: 116380BR

The Time Warner West Region currently seeks a Database Administrator- Oracle, for our IT Department in our El Segundo office. Below please find a brief description of the essential duties and responsibilities required to function successfully in this position.

POSITION SUMMARY:

This position administers an Oracle database environment, consisting of several servers in a Microsoft OS environment, including determining overall design, processes, procedures, safety/security, and storage/retrieval. Determines high-level business information needs and identifies system requirements.

ESSENTIAL FUNCTIONS:

- Creates new Oracle 10g databases including schema normalization, performance tuning, clustering, and load balancing. Works with reporting analysts, developers and other DBAs to plan, design, create and implement new databases. Resizes existing databases based on growth. Provides recommendations around query methodology to ensure top performance. Assists reporting analysts and developers with Oracle related access issues between Oracle and SQL Server database environments.
- Performs all activities related to effectively maintaining and scaling the databases to best meet end-user needs- from data sources through to end-user reporting and analytics.
- Ensures proper maintenance plans on all Oracle databases including data backup, truncate logs, shrink databases. Determines optimal schedule for maintenance execution. Creates and implements security policies for individual database users.
- 24X7 on-call support to respond to server outages and insure system uptime and stability. Tracks progress of issues to ensure that any unresolved issues are completed in a timely manner or escalated to the appropriate individual based on established guidelines and procedures.
- Monitors server performance and health utilizing NT Performance Monitor, System Event log and other alerts to watch the database servers. Monitors important jobs through to completion after hours and on weekends.
- Performs migration of databases to newer versions, as appropriate.
- Creates and manages database servers with multiple Oracle instances. Installs Oracle and other client tools. Designs and implements data extracts from multiple data sources (Oracle, SQL Server) for querying and import to Oracle database systems.
- Meets with internal groups and end-users to gather both high-level and detailed information needed to scope out proposed applications, reports/reporting systems and/or enhancements to existing systems from a database and data warehousing perspective. Interfaces directly with other departments to ensure data integrity and correctness.
- Fields calls from end-users and management team to assist in database functionality and to communicate outages.
- Maintain and update all documentation related to the database environment, including technical documents, database design documents, process/data flow documents and any applicable end-user training documents

QUALIFICATIONS:

- Bachelor's degree (B.A.) in Computer Science and 3 to 5 years related experience and/or training; or equivalent combination of education and experience.
- Must have 3+ years hands on experience with Oracle 10g in Microsoft Windows Server 2000/2003 environment. Must know every aspect of Oracle database administration, including SQL*Plus, indexes, performance monitoring and adjustments, ODBC connectivity, backups, and Security.

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- Must be skilled with performance monitoring, tuning, and implementation strategies. Server software packages include: Veritas Backup Exec, Diskkeeper, Oracle for Windows.
- Ability to run queries and connect clients to Oracle databases.
- Must be familiar with Microsoft T-SQL, basic SQL Server administration, and ODBC connectivity between Oracle systems (versions 10g and 11i) and MS SQL Server.
- Telecom environment experience preferred, but not required.
- Previous experience participating in or leading application development or reporting systems development projects required. High-level understanding of project management principles and change control processes required.
- Must be able to handle multiple priorities in a fast-paced, deadline oriented environment. Requires extreme attention to detail.
- Requires effective written and verbal communications skills at all levels.
- Requires excellent problem solving and trouble shooting skills, along with the ability to work independently and as a member of a team when needed.
- Must be customer focused and understand how to effectively anticipate and then proactively address end-user questions or concerns. Must be highly motivated and aggressive in resolving business problems.
- Must possess ability to analyze and solve problems; efficiently handle multiple duties under pressure; work flexible hours as required.
- Ability to share ideas and receive constructive feedback from others.

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JOB SUMMARY
WEST REGION**Open Date 11/23/09 – Close Date 12/01/09 (or until filled)**

Job Title: Database Administrator-SQL Server
Location: El Segundo
Requisition #: 116382BR

The Time Warner West Region currently seeks a Database Administrator- SQL Server, for our IT Department in our El Segundo office. Below please find a brief description of the essential duties and responsibilities required to function successfully in this position.

POSITION SUMMARY:

This position administers a data warehouse environment including determining overall design, processes, procedures, safety/security, and storage/retrieval. Determines high-level business information needs and identifies system requirements.

ESSENTIAL FUNCTIONS:

- Creates new MS 2000/2005/2008 databases including schema normalization, performance tuning, clustering, and load balancing. Works with reporting analysts, developers and other DBAs to plan, design, create and implement new databases. Resizes existing databases based on growth. Works with the application development and reporting teams to create in-line queries, stored procedures, indexes, triggers, DTS/SSIS packages. Provides recommendations around query methodology to ensure top performance.
- Performs all activities related to effectively maintaining and scaling the data warehouse to best meet end-user needs- from data sources through to end-user reporting and analytics.
- Creates reports using Microsoft Reporting Services, Analysis Services, and other standard and custom built reporting tools. Leads the design and implementation of reporting enhancements, as well as the building of data cubes.
- Ensures proper maintenance plans on all MS SQL databases including data backup, truncate logs, shrink databases. Determines optimal schedule for maintenance execution. Creates security policies for individual users and implements them with SQL Server Windows NT Authentication.
- 24X7 on-call support to respond to server outages and ensure system uptime and stability. Tracks progress of issues to ensure that any unresolved issues are completed in a timely manner or escalated to the appropriate individual based on established guidelines and procedures.
- Monitors server performance and health utilizing NT Performance Monitor, System Event log and other alerts to watch the database servers. Monitors important jobs through to completion after hours and on weekends.
- Performs migration of MS SQL databases and support jobs from SQL SQL 2000 to SQL 2005/2008. Converts DTS packages to SSIS packages.
- Installs and deploys new MS SQL database servers in stand-alone and clustered load balanced SAN environments on 32 bit and 64 bit servers. Creates and manages database servers with multiple instances of SQL server. Installs Oracle and other client tools. Designs and implements data extracts from multiple data sources (Oracle, SQL Server) for querying and import to MS SQL database systems.
- Meets with internal groups and end-users to gather both high-level and detailed information needed to scope out proposed applications, reports/reporting systems and/or enhancements to existing systems from a database and data warehousing perspective. Interfaces directly with other departments to ensure data integrity and correctness.
- Fields calls from end-users and management team to assist in database functionality and to communicate outages.
- Maintain and update all documentation related to the data warehouse and reporting databases including: technical documents, database design documents, process/data flow documents and any applicable end-user training documents.

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QUALIFICATIONS:

- Bachelor's degree (B.A.) in Computer Science and 3 to 5 years related experience and/or training; or equivalent combination of education and experience.
- Must have 3+ years hands on experience with Microsoft SQL Server 2000/2005/2008 and Windows Server 2000/2003 environment. Must know every aspect of MS SQL server, including T-SQL, stored procedures, indexes, performance monitoring and adjustments, ODBC connectivity, DTS packages, Backups, SQL Job Agent and Security.
- Must be skilled with performance monitoring, tuning, and implementation strategies. Server software packages include: Veritas Backup Exec, Diskkeeper, Oracle for Windows and Terminal Emulators such as the IBM AS400 Client.
- Must know the interoperability and network requirements of database and data warehouse implementations between web based and/or Access clients and the database server backend.
- Ability to run queries and connect clients to the SQL server databases.
- Must be familiar with SQL Plus, basic Oracle administration, and ODBC connectivity to Oracle systems (versions 10g and 11i).
- Telecom environment experience preferred, but not required. (Cable billing systems knowledge is a plus).
- Previous experience participating in or leading application development or reporting systems development projects required. High-level understanding of project management principles and change control processes required.
- Must be able to handle multiple priorities in a fast-paced, deadline oriented environment.
- Requires effective written and verbal communications skills at all levels.
- Requires excellent problem solving and trouble shooting skills, along with the ability to work independently and as a member of a team when needed. Requires extreme attention to detail.
- Must be customer focused and understand how to effectively anticipate and then proactively address end-user questions or concerns. Must be highly motivated and aggressive in resolving business problems.
- Must possess ability to analyze and solve problems; efficiently handle multiple duties under pressure; work flexible hours as required.

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JOB SUMMARY
WEST REGION**Open Date 11/23/09 – Close Date 12/01/09 (or until filled)****Job Title:** Database Analyst
Location: El Segundo
Requisition #: 116384BR

The Time Warner West Region currently seeks a Database Analyst, for our IT Department in our El Segundo office. Below please find a brief description of the essential duties and responsibilities required to function successfully in this position.

POSITION SUMMARY:

This position will administer and/or manage target models and data cubes to support the key operational metrics in a data warehouse environment. Design, implement and distribute key indicator and ad-hoc reports to ensure that business intelligence reporting meets the needs of all levels of management within the Division.

ESSENTIAL FUNCTIONS:

- Creates reports using Microsoft Reporting Services, Analysis Services, and other standard and custom built reporting tools. Leads the design and implementation of reporting enhancements, as well as the building of data cubes. Maintain existing reports/systems to reflect changes or additions to the company's lines of business, marketing strategies, vendor enhancements, operational strategies and government regulations.
- Performs migration of DTS packages to SSIS packages in a SQL 2005/2008 environment.
- Make reporting system recommendations to better meet business needs and end-user requirements. Analyze current reporting systems and databases to identify ways of improving the accuracy of data being reported. Studies existing data handling procedures to evaluate effectiveness and develops new data target models that improve workflow, reduce redundancy, and add efficiency.
- Take lead role in the creation of documentation and process descriptions to enable analysts, internal developers and/or end-users to understand how programs should access data.
- Work with DBA to recommend ways to improve current storage and retrieval processes.
- Provide detailed and high-level information needed to scope out requirements for proposed reports/reporting systems and/or modifications to existing systems. Work with IS Manager and/or other project managers to set project timelines and allocate necessary resources to each project.
- Provide end-user and internal support for existing reports and databases, with a focus on reports/databases that are highly complex in nature.
- Maintain data dictionary. Add, delete and modify data items in target models as necessary for report retrieval.
- Collaborate on the design, implementation and distribution of key metric reports across multiple functional areas. Identify, investigate and correct key metric reporting inaccuracies.
- Provides general support and assistance to internal and external customers as needed.
- Work with reporting analysts to train and mentor them in standard database/reporting processes and methodologies.

QUALIFICATIONS:

- Minimum of three years experience with Microsoft SQL Server 2000/2005/2008 and Windows Server 2000/2003 environment. Must know all aspects of MS SQL server, including T-SQL, stored procedures, indexes, ODBC connectivity, SSIS packages, ETL, Reporting Services, and Analysis Services.
- High level understanding of project management principles and processes required. Proven track record of meeting project deadlines required.
- Previous experience with database development or reporting systems development required.
- Knowledge of CSG billing systems is desirable. Analytical and research experience in the cable or telecommunications industry highly preferred.

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- Bachelor's degree, preferably in a related field, or the equivalent combination of education and experience required.
- Must possess strong analytical ability. Must have previous experience working on projects with a large and complex scope of work.
- Must possess excellent computer skills including extensive spreadsheet knowledge, word processing and database programming. In-depth knowledge of Windows based software, MS SQL Server, including SSIS, SSAS, and SSRS a must. Knowledge of applications such as Visual Basic, .Net, Crystal Reports, and Oracle a plus. CSG Billing systems and reporting applications experience preferred.
- Strong graphic capabilities required; Excel, Word, PowerPoint and ability to use the Internet as a research tool.
- Must possess ability to interpret complex reporting requirements and determine scope of work needed to deliver end-user reports. Must be able to establish and maintain collaborative relationships with end-users to proactively address their reporting needs.
- Must have the ability to multi-task, effectively prioritize work and continually meet deadlines.
- Must possess excellent written, verbal and interpersonal communication skills including the ability to interact with all levels of management, staff and the public.
- 24x7 on-call support to respond to server outages and insure system uptime and stability. Tracks progress of issues to ensure that any unresolved issues are completed in a timely manner or escalated to the appropriate individual based on established guidelines and procedures.

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JOB SUMMARY
WEST REGION**Open Date 11/25/09 – Close Date 12/05/09 (or until filled)**

Job Title: Database Marketing and Analytics Manager
Location: El Segundo
Requisition #: 116433BR

Time Warner Cable's Los Angeles Division is currently seeking a Manager of Database Marketing and Analytics which will be based in our El Segundo location. Below please find a description of the essential duties and responsibilities required to function successfully in this position.

POSITION SUMMARY:

The Database Marketing and Analytics Manager will support the tracking and forecasting of business growth as well as measuring and reporting on marketing effectiveness for the LA Division. Further, Manager, DM&A will support marketing operations with data collection, analysis, test strategies and insights through consistent use of advanced analytics.

The ideal candidate will combine extensive database marketing experience with hands-on marketing operations to balance the analytical, technical, and strategic demands of this role. Given the high importance and scope of this position, this individual will need to possess comprehensive analytical abilities qualities and strong communications skills.

ESSENTIAL FUNCTIONS:

- Will be expected to be the main agent for SAS programming, CVC (corporate-wide database) data validation and internal data extraction, manipulation and analytical expertise.
- Guarantee data integrity between LA Divisional and West Regional reports and CVC-generated reports.
- Create SAS models and reports and act as an internal SQL and reporting-tools coach for two Marketing Analysts.
- Maintain data mapping across and between corporate and the region and create custom queries and models using SAS Enterprise Guide, UNICA, COGNOS, CVC and other in-house analytical tools.
- Provide data and analysis of strategic customer segmentation over time and determine CLV by sales channel.
- Validate on an on-going basis the suite of CVC (or corporate-generated) reports and identify places where existing reports and processes can be eliminated and where more robust data can be used in order to solve more complex business problems.
- Provide data extracts from SAS database to Senior Marketing Analysts so that they can utilize an enhanced data suite in order to maximize the return on direct mail and other tactics.
- Produce basic and complex business cases related to the findings gleaned from fact-based marketing including, but not limited to, the efficacy of purchasing third-party overlays in order to enhance sales response and campaign pay-back; selection of optimal retention, win-back and on-going offers; selection of winning beacon-price acquisition based on CLV, produce and present results in a high-quality, professional format at the appropriate level for an executive audience.

QUALIFICATIONS:

- Bachelor's degree (B. A.) from four-year college or university (graduate degree in mathematics or MBA preferred) or equivalent training, education and experience and a minimum of 3 years experience in Marketing or analytics.
- Minimum of 3 years experience in a database marketing, marketing or CRM position for a company(s) in communications, media or an industry with an established reputation for direct marketing excellence (e.g. financial services, telecomm, publishing, catalog, etc).
- Demonstrated superior quantitative skills, modeling/framework development, and data interpretation capabilities.
- Solid working knowledge of database marketing principles, techniques, processes, segmentation, lifetime value, ROI, decision-tree and statistical modeling procedures.
- Facility with the tools used to accomplish the above work including Excel, Cognos, Business Objects, SAS and/or SPSS. Familiarity and comfort with SQL is a benefit.
- Understanding of how to set up tests and track results across multiple channels using multiple data sources as well as hands on experience with Campaign Management tools.
- Strong communication and presentation skills to expedite decision-making process.
- Delegates authority to carry out work of a unit to subordinate supervisors or managers.

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JOB SUMMARY
WEST REGION**Open Date 11/23/09 – Close Date 12/01/09 (or until filled)**

Job Title: Tech, IT- Help Desk
Location: **El Segundo**
Requisition #: 116337BR

The Time Warner West Region currently seeks a Tech, IT- Help Desk for our IT Department in our El Segundo office. Below please find a brief description of the essential duties and responsibilities required to function successfully in this position.

POSITION SUMMARY:

This position will provide support for the day-to-day operation of the IT Service Desk. Tracking and ticketing all reported IT issues while promoting an excellent customer experience. Performing initial troubleshooting, assigning escalated issues to appropriate support personnel. Follow up communication to ensure final resolution and customer satisfaction.

ESSENTIAL FUNCTIONS:

- Answering and responding to requests received on the IT Service Desk phone lines, website and email. Logging all requests into the IT ticketing system, coordinates and directs the requests to appropriate IT personnel when unable to resolve at this level. Promoting excellent customer relations in all customer transactions/contacts.
- Performing initial troubleshooting, problem analysis and isolation of network and system events. Attempting to resolve issues in accordance with established guidelines and ensure minimal downtime for end users. Performing all tracking, management and notification of incidents to resolution.
- Provisioning and troubleshooting BlackBerry and other mobile devices. Maintain and support voice mail, pagers and mobile phones for company personnel.
- Monitoring network and systems health. Providing support to IT Operations by utilizing diagnostic tools. Working in tandem with IT staff and vendors as required.
- Creating "How To" documentation for IT staff and end users. Managing department and team projects.

QUALIFICATIONS:

- BS or BA degree in computer science, business administration, or related field is highly desired or equivalent combination of education and experience.
- Must possess 1 -3 years experience in telephony systems hardware and software.
- MCSE, CNE, CNA, and MCPS Certifications are highly desirable. Certifications in hardware/software support are highly desirable such as A+ certification.
- Must possess thorough knowledge of PC software packages including but not limited to Windows 95/98/2000, NT, XP, MS Office (Word, Excel, Access, Outlook) MS Exchange and Active Directory.
- Knowledge of local area networks technology and VPN components. Knowledge of Avaya Telecom and Voicemail systems.
- Must possess ability to cable equipment, handle simple hand tools, diagnostics tools, and telecommunication troubleshooting equipment (e.g. break-out boxes, wire wrap tools, data scopes). Ability to troubleshoot network connectivity, computer and printer problems.
- Ability to read, analyze, write and interpret various production operations, situations and general technical procedures. Able to provide a presentation/debriefing to senior technical staff and IT management. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Ability to perform analysis on systems and network infrastructure and identify cause of problem and determine appropriate solution. Ability to perform problem escalation requirements in any production system problem that is encountered.

Note: This Job Summary should not be construed, to be all inclusive lists of all responsibilities, skills, efforts, or working conditions associated with a job. The full job description is available online at www.timewarnercable.com/careers or www.twcable.com/employeesfirst/careers.aspx (Internal Candidates). While the description is intended to be an accurate reflection of the job requirements, management reserves the right to modify, add, or remove duties and to assign other duties as necessary.

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Drug Test / Background Check / High School Diploma or Equivalent is Required

JOB SUMMARY
WEST REGION**Open Date 11/23/09 – Close Date 11/30/09 (or until filled)**

Job Title: Dispatcher
Location: Orange
Requisition #: 116388BR

The Time Warner Cable West Region currently seeks a Dispatcher for our Technical Operations Department in our Orange office. Below please find a brief description of the essential duties and responsibilities required to function successfully in this position.

POSITION SUMMARY:

To effectively route daily customer appointments (work orders), manage technician routes and workload within designated time frames utilizing computerized workforce management applications.

ESSENTIAL FUNCTIONS:

- Perform daily routing of field service work orders using WFX.
- Manage technician routes using WFX to ensure customer commitments are met (i.e. install and service calls).
- Assist field personnel with completing scheduled appointments within designated time frames and ensure that management is kept informed of potential problems.
- Contact appropriate technicians to resolve system/plant outages, following established procedures.
- Build work orders and confirm available schedule dates on referrals, new orders and reschedules for technical personnel in accordance to established procedures.
- Contact customers to confirm scheduled appointments and verify plant up when outages are reported fixed.
- Log and disseminate information regarding plant down (planned and unplanned) to all appropriate field and customer contact personnel.

QUALIFICATIONS:

- High school diploma or equivalent (GED) is required
- Requires minimum of one year of experience working in a fast-paced customer support environment requiring heavy telephone, e-mail, or face-to-face interaction.
- Must have good verbal and written communication skills, proven problem solving and basic math skills.
- Must have a pleasant telephone manner and proven ability to promote a positive company image on a consistent basis.
- Must have proven ability to prioritize, organize and perform multiple tasks simultaneously and be capable of working with a team and independently.
- Basic understand of computers and typing speed of 40 WPM is required.
- Knowledge of CSG and CSG's WFX or other computerized workforce management application is preferred.

Note: This Job Summary should not be construed, to be all inclusive lists of all responsibilities, skills, efforts, or working conditions associated with a job. The full job description is available online at www.timewarnercable.com/careers or www.twcable.com/employeesfirst/careers.aspx (Internal Candidates). While the description is intended to be an accurate reflection of the job requirements, management reserves the right to modify, add, or remove duties and to assign other duties as necessary.

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