

GENERAL POSITION DESCRIPTION

Position Title: SCTE Broadband Premises Technician (BPT)

Position Summary:

The Broadband Premises Technician (BPT) troubleshoots data, video, and voice services for residential customers. These services can be delivered to customer equipment using wired and wireless technologies. The BPT performs installations, disconnects, pre-wires, change of service, and multiple dwelling units (MDU) wiring to support data, video, and voice services. The BPT installs and configures customer CPE to support the requested services.

Position Duties:

- Perform customer drop installations, reconnects, disconnects, additional outlets, and service upgrades/downgrades from the tap to the customer's equipment in single-family premises, multi-family, and MDUs, to provide cable television video, voice, and data services to the customer.
- Follow safe work practices and requirements as outlined in the National Electrical Code® (NEC), National Electrical Safety Code® (NESC), and local ordinances.
- Survey the installation route and review the proposed route with the customer to obtain an agreement on the location of the cable outlet(s).
- Review all requested services with the customer to ensure understanding and agreement.
- Inspect the existing bond to ground or install new bonding hardware in compliance with NEC standards to protect employees, customers, and the public from electrical shock and equipment from damage.
- Ensure proper signal levels within required specifications on all active outlets.
- Install equipment required to support Internet connectivity (wired and wireless), video, and voice services.
- Troubleshoot and repair the customer's data, video, and voice services from the tap to the customer premises equipment.
- Determine acceptable data, video, and voice service levels by understanding the cable provider's operational parameters. Use the proper test equipment and procedures to provide the best possible service for the customer.
- Provide a high level of customer service, including educating the customer on their products and services.
- Clean, maintain, and stock the vehicle and equipment to be prepared to perform the required duties.
- Complete the work order via a mobile device and promptly fill out any required paperwork to ensure all work details are recorded for entry in the customer's account once the work is complete.

Other Duties:

- During the course of the normal day-to-day activities:
 - Properly operate, maintain, secure, and stock installation tools, hand tools, and equipment
 - Report the need for a vehicle repair or service when required and prescribed
 - Report any accidents, losses, injuries, or property damage to a supervisor and the customer when appropriate
 - Demonstrate conduct and appearance in a professional manner
 - Operate communications device following company policies
 - Apply knowledge, skills, and abilities of training on the job to prepare for career advancement
 - Perform other duties as requested to achieve departmental goals and objectives
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Qualifications:

- Ability to use the essential cable installation tools and hand tools
- Ability to perform the job from high places (on ladders, roofs, and poles)
- Knowledge of applicable standards and requirements, including the NEC, the NESC, the Occupational Safety and Health Act (OSHA), Federal Communications Commission (FCC), Environmental Protection Agency (EPA), Department of Transportation (DOT), American National Standards Institute (ANSI), and various state and local codes including general order (GO) 95 and GO 128, (when applicable).
- Knowledge of cable television products and services
- Ability to comply with safety procedures and requirements
- Knowledge of basic mathematics
- Ability to accurately measure distances using tapes or other measuring devices
- Ability to communicate with customers in a clear and straight forward manner
- Ability to work independently
- Ability to prioritize and organize effectively
- Ability to complete documentation accurately
- Valid driver's license with a satisfactory driving record

SCTE Broadband Premise Technician Learning Journey

The following SCTE courses are recommended for a Broadband Premise Technician:

- SCTE Understanding Cable Technology
- SCTE Broadband Premises Installation - Safety
- SCTE Broadband Premises Installation - Customer Service
- SCTE Broadband Premises Installation – Fundamentals
- SCTE Broadband Premises Troubleshooting

To further enhance your knowledge, we recommend the following courses and certifications:

- SCTE Broadband Wireless Specialist
- SCTE Broadband Fiber Installer
- SCTE Multimedia over Coax Alliance
- SCTE Understanding Network Technology