

# GENERAL POSITION DESCRIPTION

**Position Title: SCTE Broadband Premises Technician (BPT)**

## Position Summary

The Broadband Premises Technician (BPT) performs routine installations, disconnects, pre-wires, change of service, and multiple dwelling units (MDU) wiring for cable television video, voice, and data residential customers. The BPT troubleshoots the drop from the tap to the customer premises equipment as required to repair or restore the customer's service.

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## Position Duties

1. Perform customer drop installations, reconnects, disconnects, additional outlets, and service upgrades / downgrades from the tap to the customer's equipment in single premises and MDUs, following safe work practices, NEC<sup>®</sup> and NESC requirements, and local ordinances, in order to provide cable television video, voice, and data services to the customer.
2. Install customer-provided equipment such as HDTV and home theater systems; set up and formatting, as required.
3. Survey the installation route and review the proposed route with the customer in order to obtain agreement on the location of cable outlet(s).
4. Review all requested services with the customer in order to ensure understanding and agreement.
5. Inspect the existing ground or make a new bond in accordance with the National Electrical Code<sup>®</sup> (NEC) in order to protect employees, customers, and the general public from electrical shock, and equipment from damage.
6. Determine acceptability of video, voice, and data services by understanding operational parameters as defined by operator, and using proper test equipment and procedures to provide the best possible service for the customer.
7. Troubleshoot the drop from the tap to the customer premises equipment as required to repair or restore the customer's service.
8. Clean, maintain, and stock the vehicle and equipment in order to be prepared to perform required duties.
9. Complete associated paperwork with each work order in a timely manner in order to ensure all details of the work are recorded for entry in the customer's account once the work is complete.

## Other

1. During the course of normal day-to-day activities:
  - a. Properly operate and maintain installation tools and equipment
  - b. Report need for vehicle repair or service when required and/or prescribed
  - c. Report any accidents, losses, injuries or property damage to supervisor and customer when appropriate
2. Demonstrate conduct and appearance in a professional manner
3. Apply knowledge and skills of training on the job in order to prepare for career advancement
4. Perform other duties as requested in order to achieve departmental goals and objectives

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## Qualifications:

- Ability to use cable installation tools and hand tools
- Ability to perform job from high places (on ladders and/or poles)
- Knowledge of applicable standards and requirements, including the National Electrical Code (NEC), the National Electrical Safety Code (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 G.O. 95 and G.O. 128, (when applicable).
- Knowledge of cable television products and services
- Ability to comply with safety procedures and requirements
- Knowledge of basic cable telecommunications-related mathematics
- Ability to count and handle U.S. currency
- Ability to communicate with customers in a clear and straight forward manner
- Ability to work independently
- Ability to prioritize and organize effectively
- Ability to explain how all aspects of cable television video, voice, and high-speed data installations and troubleshooting are performed

September 29, 2009