

## Course Description

Today's Telecom Broadband Technicians work both inside and outside the home and are responsible for the installation and customer experience of the new integrated technologies of today. With digital TV, high speed Internet, Voice, wireless and other services. Technicians must be well-versed and have experience with CATV, CAT 5/6, coax, fiber optics and communication wiring. This includes home installations with installing cable and internet, maybe alarm systems and you must have top notch customer service skills. Technicians will be able to demonstrate knowledge of various electronic components (e.g., modems, routers, TVs, stereo systems, home audio visual and gaming systems) and have knowledge of computer operating systems.

Today's Telecom Broadband Technicians will be able to

- Demonstrate knowledge of computer operating systems (i.e., WinXp, 2000, Win7 and Mac).
- Cabling various electronic components (e.g., modems, routers, TVs, stereo systems and home entertainment systems).
- Provide efficient, quality customer service to both internal and external customers both face-to-face and over-the-phone.
- Recognize and identify sales opportunities (upgrades or downgrades) that meet the needs of customers and the company including promoting and closing sales of products and services.
- Understand basic electricity, as it relates to telecommunications (e.g., voltage, current, resistance, power, grounding, insulation, Ohms Law, AC/DC)
- Understand basic electrical components (e.g., conductors, insulators, switches, capacitors, inductors, transformers)
- Operate and apply the common electrical components and common measurement instruments (e.g., multi-meters, hand tools and basic motor skills)
- Understand COAX cable sizes and types
- Gain experience with test sets such as Signal Strength Meter and OTDR
- Gain experience with routers and home networking
- Have a technical understanding of loss, attenuation, and tiling.

- Deliver a service and or a repair order.
- Connecting fiber optic jumpers and drops (AERIAL, BURIED AND PLENUM)
- Running of temporary fiber drop in a manner that does not pose a safety hazard to the public
- Splicing of fiber drop connectors
- Installation of ONT and power supplies
- Installations may require running or reusing COAX or CAT5 wiring
- Installations may require burying CAT5/COAX
- Verification of service

### Internet Service

- Installation of Internet hubs and routers
- Installations that require utilization of MOCA technology
- Installations that require running or reusing CAT5, Fiber or COAX
- Installations that include CAT5 buried drop
- Configuration of customer-owned computers

- Educating customer about Internet access and use
- Verification of service

If Video Service is ordered

- Installations include running COAX cable to TV Boxes
- Running CAT5E cable from routers to network interface modules
- Taking DB loss readings at all splitter points and terminated ends
- Initializing set up box for activation on fiber network
- Programming of remote controls
- Educating customer on video products and services

#### Special Requirements

Ability to demonstrate knowledge of computer operating systems (i.e., MS 98SE, 2000, XP and above).

Experience cabling various electronic components (e.g., modems, routers, TVs, stereo systems and home entertainment systems).

Experience working with CAT 5 and COAX wiring.

Ability to provide efficient, quality customer service to both internal and external customers both face-to-face and over-the-phone.

Ability to recognize and identify sales opportunities that meet the needs of customers and the company including promoting and closing sales of products and services.

Knowledge of basic electricity, as it relates to telecommunications (through classes or on-the-job training), which includes knowledge related to the basic principles, theories, and applications of electricity (e.g., voltage, current, resistance, power, grounding, insulation, Ohms Law, AC/DC) knowledge of basic electrical components (e.g., conductors, insulators, switches, capacitors, inductors, transformers) and basic circuit design and knowledge of the operation and application of common electrical components and common measurement instruments (e.g., multi-meters,). Working knowledge of hand and power tools.

Ability to work well with others to achieve common goals and to foster a cooperative climate, as well as to work independently in the field with little supervision.

Ability to perform job activities outdoors in different weather conditions (e.g., extreme cold and/or heat, inclement weather).

When working aloft, employees weight and tools combined may not exceed the 275-pound weight limit as specified by the manufacturer.

A valid State drivers license.

### Equipment Requirements

(This apply's to our hands-on courses only)

BTS always provides equipment to have a very successful Hands-On course. BTS also encourages all attendees to bring their own equipment to the course. This will provide attendees the opportunity to incorporate their own gear into the labs and gain valuable training using their specific equipment.

### Course Length

8 Days