

GENERAL POSITION DESCRIPTION

Position Title: SCTE-ISBE Broadband Fiber Installer (BFI)

Position Summary

The Broadband Fiber Installer (BFI) performs routine installations, disconnects, and change of service, for broadband services provided over a fiber optic system.

Position Duties

1. Perform customer fiber optic drop installations, reconnects, disconnects, service upgrades and downgrades from the tap to the customer's equipment in single premises and MDUs.
2. Follow safe work practices, NEC®, NESC requirements, and local ordinances, in order to provide cable television video, voice, and data services to the customer.
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® (NEC) in order to protect employees, customers, and the general public from electrical shock, and equipment from damage.
6. Troubleshoot the fiber optic drop from the tap to the customer premises equipment as required to repair or restore the customer's service.
7. Clean, maintain, and stock the vehicle and equipment in order to be prepared to perform required duties.
8. 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 to achieve departmental goals and objectives

Qualifications:

- Ability to use basic cable installation tools and hand tools
- Ability to perform job from high places (on ladders and/or poles)
- Understanding of Internet protocol (IP), RF distribution and DOCSIS in residential networks
- Understand fiber optic theory and fiber transport methods used in residential and commercial applications.
- Ability to use optical test equipment and tools
- 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).
- Ability to explain how all aspects of cable television video, voice, and high-speed data (HSD) installations and troubleshooting are performed
- Ability to comply with safety procedures and requirements
- Knowledge of basic cable telecommunications-related mathematics
- Ability to communicate with customers in a clear and straight forward manner
- Ability to work independently
- Ability to prioritize and organize effectively
- Ability to count and handle U.S. currency

September 29, 2009