

Appendix A

**WORK PROCESS SCHEDULE
BROADBAND TECHNICIAN
(Existing Title: Telecommunications Technician)
O*NET-SOC CODE: 49-2022.00 RAPIDS CODE: 0618**

This work process schedule is attached to and a part of these Standards for the above identified occupation.

1. TERM OF APPRENTICESHIP

The term of the occupation shall be four (4) years with an OJL attainment of 8,000 hours supplemented by 1032 hours of Related Instruction.

2. RATIO OF APPRENTICES TO JOURNEYWORKERS

The ratio of apprentices to journeyworkers will be one (1) apprentice to one (1) journeyworker.

3. APPRENTICE WAGE SCHEDULE

Apprentices shall be paid a progressively increasing schedule of wages based on a percentage of the current journeyworker wage rate of \$13.35 - \$19.03 per hour as of June 30, 2012.

Year Term:

1 st	2000 hours = \$11.00 - \$14.00/70%*	2 nd	2000 hours = \$11.55 - \$15.12/77%*
3 rd	2000 hours = \$12.12 - \$16.33/83%*	4 th	2000 hours = \$12.72 - \$17.63/89%*

* Hourly rates & progressive wage scale increases are determined by specific market areas. Progression wage scale increases range from 3% - 14% based on area and level within plan. Progression wage scale increases are not associated to company merit increases.

4. ON-THE JOB LEARNING (OJL) SCHEDULE

5. RELATED INSTRUCTION SCHEDULE

WORK PROCESS SCHEDULE
BROADBAND TECHNICIAN
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DESCRIPTION: Installs, operates, inspects, maintains, and services digital, cable, high speed data and digital phone equipment. Conducts safe and efficient operation and maintenance of various tools and equipment. Troubleshoots and repairs all cable related services and equipment. Tests equipment to adjust signal strength and ensure optimum reception. Maintains cable television and high speed data accounts by installing convertors and modems, collecting overdue payments, disconnecting and reconnecting accounts if needed. Communicates with customers on-site, encouraging them to upgrade equipment or service packages.

ON-THE-JOB TRAINING:

APPROXIMATE HOURS

A. SAFETY		720
	<ol style="list-style-type: none">1. Uses seatbelts, defensive driving techniques, and follows all vehicle safety procedures when driving to a service call.2. Surveys work sites for trip hazards, foreign voltage, animals, insects and plants before conducting repair work outside a residence.3. Looks up for lines, cables, etc. when setting up ladders.4. Establishes proper work zone when performing work on a pole from a ladder or gaffs by using traffic cones and wearing appropriate PPE.5. Uses 3 point of contact and proper safety straps when climbing.6. Checks for inhabitants of pedestals when opening.7. Checks for electrical hazards such as overloaded outlets, ungrounded equipment, and missing wall plates when repairing cable inside residence.8. Checks for foreign voltage using foreign voltage detector.9. Wears a nuisance mask when working in dusty conditions such as attics or crawl spaces.10. Reports accidents, injuries, unsafe acts or conditions in a timely manner.11. Attends and participates in weekly safety meetings.12. Maintains a clean, neat work environment.13. Maintains and operates company vehicle, tools, materials and equipment in a safe and lawful manner.14. Performs monthly vehicle safety inspection, including all tools, PPE and equipment.	

B. INSTALLATION

2720

1. Installs cable, high-speed on-line, or digital phone from the tap to the customers' equipment.
2. Disconnects and reconnects service as instructed.
3. Tests equipment, using signal strength meter, to adjust signal strength and ensure optimum reception (re-configure splitters).
4. Performs company provided software installation on personal computers (modem drivers, wireless devices).
5. Installs modem converters and related hardware.
6. Installs drops, grounds, outlets, converters, telephony services and other cable devices in homes of subscribers.
7. Completes wall/crawl fishes as needed.
8. Places terminator on tap after disconnecting service and drop savers as needed.
9. Sets-up email and settings for RoadRunner customers (obtain password and user name from customer service).
10. Runs diagnostics on digital box to check service and settings.
11. Checks all auxiliary equipment and ensures it is connected back properly.
12. Scans modem serial number, checks levels, and issues certificate (NYROC).
13. Pre-qualifies computer for internet connectivity prior to installation.
14. Calls dispatch after modem is connected to obtain IP address for the modem if address doesn't come up on computer.
15. Scans serial number of equipment into Intermec.
16. Checks for problems in phone line, using KS meter.
17. Calls IVR to make sure phone number is ported to Time Warner before installation.
18. Mounts phone nid (network interface device) box on house, using handtools.
19. Notifies maintenance if signal level is off at tap.
20. Torques fittings on cable connections to proper specs, using wrench.
21. Checks cable tag number on Intermec before starting job and confirms tag number on tap.
22. Checks fittings and correct services at tap before installation.
23. Logs time in route, at residence and finish time for each job in Intermec.
24. Checks information on Intermec to determine if customer needs to be called prior to installation.
25. Checks work order on Intermec and gathers equipment needed for the jobs.
26. Performs troubleshooting and repairs from the tap to the appropriate customer premise equipment.

27. Determines if customer has security system and has customer notify security system to disconnect and reconnect when installation complete.

C. SERVICE

3600

1. Repairs service problems from the tap to the customers' terminal.
2. Uses VOM (Voltmeter) or DMM (Multimeter) to check shorts, opens, and voltages.
3. Uses available test equipment (locator, TDR (Time Domain Reflectometer)) to locate underground cables and determines cable faults.
4. Performs signal leakage checks, reports to supervisor, and repairs.
5. Grounds tap boxes and/or places rod or wire.
6. Performs basic underground and aerial CATV replacements/repairs of the drop.
7. Reads and interprets plant blueprints and draws minor blueprints. (higher level tech at present)
8. Understands how to pre-wire single and multiple unit dwellings.
9. Performs on-site preventative maintenance, routine repair (replacing fittings, splitters, etc).
10. Verify active account at tap and disconnect any illegal hook-ups.
11. Calculates basic system distribution levels utilizing test equipment and designs various residential systems (in home drops) to ensure performance standards.
12. Assists higher level technicians with on-site check-out and emergency repairs.
13. Maintains, repairs, and troubleshoots problems associated with transmission levels, signal losses, off-air interference, and equipment failures at customer premises.
14. Performs maintenance on coaxial plant equipment (from tap to house).
15. Follows NEC (National Electrical Code) codes when running aerial line.
16. Ensures proper service tags are at the tap and in customer demarcation point.
17. Maintains proper inventory of prescribed stock on truck.
18. Troubleshoots problems in the field using TDR, signal level meter, cable locator, signal leakage detector, laptop computer, digital VOM, and TV monitor equipment.
19. Request work order to bury temporary drop and notifies customer of the location of the drop.

D. CUSTOMER SERVICE

960

1. Maintains a professional demeanor and respects customers and their property.

2. Communicates with customer to determine problem and handles difficult situations.
3. Understands system products, programming, pricing, sales, and retention and markets them to customers accordingly.
4. Provides end-user with basic education in the use of analog, digital, internet, and/or other purchased services.
5. Communicates with customers on-site, educates on services provided (digital phones, etc.) and encourages them to upgrade equipment or service packages.
6. Reviews operation of cable, phones, internet with customer and answers any questions he/she may have.
7. Reviews, completes, and signs customer work order requests and ensures all paperwork is properly and accurately completed.
8. Handles monetary transactions with customers accurately and submits money and paperwork according to established procedure.
9. Prints receipts, gives one to customer and keeps copy to turn in with payment.
10. Completes door tag and places on door to notify customer service has been done or to notify of missed appointment (customer not home).

TOTAL HOURS

8,000

RELATED INSTRUCTION OUTLINE
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FIRST YEAR

Video/Safety	192
High Speed Data	48
Peer Mentor Training	80
Home Phone	48
Intermediate Troubleshooting	40
Peer Mentor Training	80
Advanced Services	40
TOTAL HOURS	528

SECOND YEAR

SCTE Broadband Premises Installation Fundamentals		
SCTE Broadband Premises Troubleshooting Part 1	53	
SCTE Broadband Premises Troubleshooting Part 2		53
TOTAL HOURS		106

THIRD YEAR

SCTE Understanding Network Technology		53
SCTE Home Networking Fundamentals		53
SCTE Wireless Home Networking Fundamentals		53
IntelligentHome		40
SignatureHome		40
TOTAL HOURS		239

FOURTH YEAR

SCTE Broadband Distribution Fundamentals		53
SCTE Digital Fundamentals		53
SCTE Return Path		53
TOTAL HOURS		159
TOTAL HOURS		1032