

Broadband Service Technician

The Broadband Service Technician assists with on-site installations, troubleshooting, repairs, and maintenance of telecommunications products and equipment that broadband providers sell and lease. The technician will have direct, face-to-face contact with our customers and is expected to be proactive with the sale of services and products. Services include, but are not limited to, Telephony, Video/CATV/DBS, Internet, Wi-Fi, and/or high-speed networks. Exceeds customer expectations by performing extraordinary customer service, identifying customer needs, and providing them with communication solutions. Understands how to use and demonstrate products and seeks sales opportunities while educating the customer. Products and services include (but are not limited to): Local Services, Central Office Services, Structured Cabling, MAC (Moves, Adds and Changes), Voice Mail, Audio and/or Video Conferencing and Non-regulated CPE.

Program Outline

TERM 1		
Course #	Course Title	Credits
50-451-701	Broadband Installation	2.00
	This course will introduce the apprentice to broadband services and practices for understanding Telco, HFC, IPTV and fiber-optic communication systems. The apprentice will be able to identify the physical layers of broadband networks and installation components. Apprentice will gain a deeper understanding of the networking devices and how they operate in the broadband network.	
TERM 2		
Course #	Course Title	Credits
50-451-702	Broadband Support and Repairs	2.00
	This course will provide the theory necessary to understand and troubleshoot the components and systems support unique to the broadband industry. Theory will be specialized in following areas Telco, HFC, IPTV and Fiber Optic networks. You learn to apply basic troubleshooting techniques and repair procedures of broadband service support and repair.	

Total Credits: 4.00

Talk with a Success Coach about the program outline. Together, you will determine if credits you've already earned satisfy any requirements, discuss possible alternative courses, and choose the best classes if you're thinking of transferring.

At A Glance

How You'll Learn

What You'll Learn

- Install, troubleshoot, repair, and maintain broadband, telecommunications, and networking equipment.
 - Configure and demonstrate internet, Wi-Fi, telephone, video, and other communication services to meet customer needs.
 - Deliver exceptional customer service by identifying customer needs, recommending solutions, and promoting relevant products and services.
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Your Potential Careers

Broadband Service Technician

Become An Apprentice

Learn the steps to take to become an apprentice.

[GET STARTED](#)