

## GENERAL POSITION DESCRIPTION

### **Position Title: SCTE Business Class Services Specialist (BCSS)**

#### **Position Summary**

The Business Class Services Specialist (BCSS) professional performs business-level installations, disconnects, pre-wires, changes of service, and multiple tenant unit (MTU) wiring for small to medium business class customers. The BCSS troubleshoots the service drop from the tap or node to the customer's equipment as required to repair or restore the customer's business service.

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#### **Position Duties:**

1. Perform business-level installations, reconnects, and disconnects, in small to medium businesses, following safe work practices, NEC® and NESC requirements, and local ordinances, to provide business class services to the business customer. Business levels may include:
  - a. Government
  - b. Healthcare
  - c. Education
  - d. Private sector
  - e. Entertainment
  - f. Military
  - g. Hospitality
2. Install customer-provided equipment and set up, as required, at the demarcation point/minimum point of entry (MPOE)
  - a. Exercise proper MPOE etiquette
  - b. Configure static IP addresses, as required
3. Ensure right of entry (ROE) agreement is secured before beginning work.
4. Survey the installation route and review the proposed route with the customer to obtain agreement on the location of the outlet(s).
5. Review all requested services, as outlined in the sales order agreement (SLA) with the customer to ensure understanding and agreement.
6. Inspect the existing ground or make a new bond in accordance with the National Electrical Code® (NEC) to protect employees, customers, and the general public from electrical shock, and equipment from damage, and to comply with fire code.
7. Select, route, and terminate the appropriate cables for the building environment.
8. 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.
9. Upon completion of the installation, ensure signal levels are correct.
10. Troubleshoot the drop from the tap or node to the customer equipment as required to repair or restore business service.
11. Clean, maintain, and stock the vehicle and equipment in order to be prepared to perform required duties.
  - a. If required, carry fire-rated ACX plywood to attach to buildings per building code.
12. 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 Duties:

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 identifying and avoiding asbestos
- Knowledge in Internet Protocol (IP) and the Open Systems Interconnect (OSI) model
- Knowledge of cable television products and services
- 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 explain how all aspects of cable television video, voice, and high-speed data installations and troubleshooting are performed