



Position Description

HEADEND TECHNICIAN

DEFINITION

Under the general supervision of the Cable management team, the Headend Technician is responsible for the day-to-day technical management of headend reception and transmission equipment. This is a Fair Labor Standards Act (FLSA) non-exempt position.

SUPERVISION RECEIVED

The Headend Technician works under the general supervision of the Field Supervisor, System Engineer, or other Cable management team designee.

SUPERVISION EXERCISED

May provide operational and technical guidance to other technicians who perform headend-related duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES (Illustrative Only)

Responsible for maintaining existing CATV transmission/reception equipment within multiple headend sites.

Perform technical installation of strategic headend equipment at a system-wide level.

Respond to outages and other issues relating to equipment within the headend(s) and serve as second-level technical support for escalated headend issues.

Ensure software upgrades are done timely and in accordance with current standards.

Implement new headend technologies, new headend licenses for software and firmware, and new headend system-level technical equipment to enhance technical effectiveness.

Perform Internet Protocol (IP) mapping for entire system.

Recommend headend equipment alteration and upgrades.

Train other technical personnel in headend procedures and troubleshooting.

Responsible for implementation of all Federal Communications Commission (FCC) requirements relating to the transmission and reception of CATV/Internet signals.

When circumstances demand, work with other members of the technical staff to troubleshoot, install and maintain the cable network outside of the headend.

Support other technical and administrative staff who work on the headend

Maintain ongoing training in overall network and video technologies, not limited to Arris Video/Internet (Digital Access Controller) Headend technologies, Cisco networking equipment (Cisco CCNA courses), and Calix/GPON (Calix Academy) optical technologies, or equivalent technologies.

Perform other duties, as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

The operation and basic maintenance of a variety of motorized equipment; methods, tools and equipment used in cable television and fiber optic cable facilities construction, operation, repair and maintenance; safe work methods and practices; mathematical and related techniques used to estimate material needs and their costs; relevant regulatory requirements.

Ability to:

Effectively and timely complete assigned programs and projects; prepare and maintain accurate written reports and records; operate and maintain equipment and tools; work effectively with those contacted in the course of work including the public; engage in a broad range of CATV field and cable plant maintenance, operations and construction functions; communicate effectively both orally and in writing; and provide quality control for the cable plant and headend.

EDUCATION AND EXPERIENCE

Graduation from high school or equivalent.

Minimum of five (5) years cable experience, with two (2) years of direct experience in the operation of cable headends, and the maintenance, installation and repair of cable headend equipment, including, but not limited to, Arris Digital Access Controllers (DAC), Cisco Routers/Switches, Calix headend equipment, Arris Cable Modem Access Equipment (CMTS) and CAP 1000/APEX equipment, or equivalent current technologies.

SPECIAL REQUIREMENTS

Possession of, and ability to maintain, a valid California Driver's License.

Certification as Gigabit Passive Optical Network (GPON) Specialist, Active Ethernet (AE) Specialist, **and** Copper Access Specialist, or equivalent current certifications, by completion of 12-month probationary period.

Certification as Society of Cable Telecommunications Engineers (SCTE) or National Cable Television Institute (Jones/NCTI) Certifications, or equivalent current certifications similar to CATV Technician III, by completion of 12-month probationary period.

TOOLS AND EQUIPMENT USED

Motorized vehicles and equipment, common hand and power tools, wrenches, detection devices, monitors and electronic test equipment, computer, mobile radio and phone.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, feel or operate objects, tools, or controls, and reach with hands and arms. The employee may be required to push and pull cable through conduit. The employee frequently is required to talk, hear, smell, stand, walk, sit, climb, balance, stoop, kneel, crouch, and crawl. The employee may work in confined spaces. The employee must be able to climb ladders, utility poles, and towers, which may exceed a height of forty feet (40') on a regular basis.

The employee must lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus, especially as it relates to visual acuity sufficient to distinguish full-color spectrum and minute details on monitors and test equipment. The employee must possess a level of hearing sufficient to troubleshoot audio problems.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may be required to work in outside weather conditions. The employee frequently works near moving mechanical parts and can be exposed to wet and/or humid and/or dusty and damp conditions and vibration.

The employee may be required to work in high, precarious places as well as enclosed, confined areas. While wearing appropriate safety gear, the employee is occasionally exposed to fumes or airborne particles, toxic or caustic chemicals, and risk of electrical shock. The employee must be able to walk over different types of terrain and in a variety of weather conditions.

The noise level in the work environment is moderate in the office setting, relatively high in the headend, and variable in the field.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job-related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

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