



Broadband Technician

Youth Apprenticeship

BROADBAND TECHNICIAN

The Broadband Technician assists with on-site installations, troubleshooting, repairs, and maintenance of telecommunications products and equipment. Technicians have direct, face-to-face contact with customers. Services include, but are not limited to, Telephony, Video/CATV/DBS, Internet, Wi-Fi, and/or high-speed networks.

Length of Apprenticeship: One year

OCCUPATIONAL COMPETENCIES

Youth apprentices must complete a **total of 9** competencies per year. **Eight** must be from the list below. If necessary, employers can substitute up to **1** competency per year with another occupationally appropriate skill. That skill should be added to the competency list for assessment. Note that where necessary, skills can be simulated.

Competencies
1. Evaluate work order
2. Install and configure customer infrastructure
3. Verify completion of installation
4. Evaluate repair work order
5. Diagnose service problem
6. Resolve service problem
7. Install or replace ONT UPS
8. Educate customers on product use
9. Maintain information and system security

REGISTERED APPRENTICESHIP BRIDGING OPPORTUNITIES

The following Registered Apprenticeship is available in this area:

- Broadband Service Technician

POST-SECONDARY PATHWAY OPPORTUNITIES

There are several post-secondary pathway opportunities in this area. The following is a partial list.

- Broadband Internet Technician Technical Diploma
- Broadband Technologies Technical Diploma