

**Job Title: Headend Technician**  
**Location: Resort TV Cable, Hot Springs, AR**  
**Department: Technical**  
**Reports to: Regional Construction Engineer**

**Summary:** The headend technician is under general supervision by the Regional Construction Engineer. The technician is responsible for installing, monitoring, testing, maintaining and repairing all headend and tower equipment and ensuring consistent delivery of high quality analog and digital video, internet and voice signals. The technician is responsible for the company's implementation of new equipment, care and testing of returned equipment from the headend and CATV/Fiber plant as well as pre/post inspection of new construction within the CATV/Fiber plant and strand mapping house count/address and GPS of poles for new construction.

Duties include maintaining a clean and orderly headend/tower facility which includes property cleanliness, orderly upkeep of the facilities, and proper maintenance of all CATV and facility equipment. The senior headend technician will assist corporate engineering when working in the headend/tower. In addition, scheduled monitoring of node saturation will be performed along with all other monitoring and testing within the headend/tower facilities. The headend technician is also responsible for resolving all issues within the headend/tower in addition to installing new equipment as well as removing unused equipment.

The headend technician will perform all weekly, monthly and annual tests on the headend facility.

The headend technician is responsible for the collecting of data for new construction such as strand mapping; GPS coordinates per pole attachment, clearance measurement for make ready submission, house count and address collection.

The headend technician will perform residential and commercial presurveys.

The headend technician will perform plant fiber splicing as called upon by the plant manager.

The headend technician will perform other duties as outlined by the plant manager such as storm damage review/restoration.

The shift will be Monday – Friday from 8am to 5pm except for the exception duty due to fiber restoration or headend maintenance window work needing to be completed.

**Duties:**

1. Maintain Tower Facility and all electronics within the facility in addition to the following:
  - a. Maintain property cleanliness
  - b. Maintain building cleanliness
  - c. Maintain headend/tower electronic/rack/cabling integrity such as labeling, removal of old cable and electronics, general clean up and organization of materials within the headend.

- d. Perform monthly inspections/measurements of tower and facility
  - e. Repair all issues with electronics in the headend and tower facility
  - f. Monitoring and maintaining HVAC systems, outside yard, security system, temperature system, tower light system, UPS, backup generator, inspecting tower integrity and all monthly inspections as prescribed by the system.
  - g. Perform all headend/tower work in regards to new node installation and other plant equipment as it relates to the headend/tower
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- 2. Perform fiber splicing both in the headend and in the field as instructed by the plant manager.
  - 3. Prepare headend equipment for repair as well as test equipment once returned from repair.
  - 4. Prepare necessary records and gathering of data for new build areas
  - 5. Monitor bandwidth saturation levels of nodes and respond with a plan to reduce saturation.
  - 6. Splice fiber
  - 7. Be organized, meticulous and conscious of all work within the headend.
  - 8. Work with corporate engineers on all headend related projects.
  - 9. Assist local managers with headend issues in other Central Arkansas markets.

**Job Specifications:**

*Experience and Education:* A minimum of High School Graduate or GED and experience with CATV headend technology is preferred but basic CATV technology is a requirement.

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