



Technical Trainer

Position Profile:

The Technical Trainer consults directly with technical operations, engineering and programming teams to deliver technical training that meets specific learning goals and business needs. This position reports directly to the Sr Director Technical Operations and can work out of any of our locations.

Responsibilities:

- Conduct training sessions providing motivational training and hands-on instruction as needed.
- Design, schedule and implement training modules for employees; coordinate training plans with managers and supervisors for compatibility with systems operations.
- Develop goals and objectives for training staff while incorporating regional training needs and changes in cable industry.
- Maintain knowledge base on policies and procedures concerning safety, technical, operations, and customer service philosophies.
- Conduct periodic employee training needs analysis; identify needs for refresher and re-training sessions, develop schedules accordingly.
- Conduct and track safety training
- Create, read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Speak to and engage both small and large audiences.
- Speak effectively before groups of customers or employees of organization
- Travel through the Atlantic Broadband footprint (60-80%)

Qualifications:

- Associate's degree in communication or related field, or equivalent experience, NCTI or SCTE Training Certification or equivalent

Required Work Experience:

- 5+ years technical work experience in cable television
- 2+years training experience
- Strong and effective communication skills, oral and written
- Proven professional experience developing and facilitating training programs for highly technical applications and solutions.
- Knowledge of modern training techniques and tools in technical subject.
- Working knowledge in MS Office (especially Powerpoint)
- Certification such as CTT+ (Certified Technical Trainer) is a strong asset.
- Knowledge of cable television products and services.
- Valid driver's license, satisfactory driving record within Company required standards.
- Knowledge of HFC network, residential and commercial telephone and security alarm functionality, amp/node alignment, system sweep/balance, CLI., plant design, preventative maintenance practices, fiber optic operations, Customer CPE, OSHA Regulations and NEC rules.