

Jones/NCTI™ Awards

Master Technician (MT)

An MT has gained general knowledge and expertise in analog RF coaxial network and drop installation practices and procedures.

<input type="checkbox"/>	111	Installer	3
<input type="checkbox"/>	211	Installer Technician	4
<input type="checkbox"/>	310	Service Technician	4
<input type="checkbox"/>	410	System Technician	4
<input type="checkbox"/>	622	Fiber Installation and Activation*	2
<input type="checkbox"/>	615	Fiber Testing and Maintenance*	2
<input type="checkbox"/>	510	Advanced Technician	2

Total: 21 credit hours

Master Technician, Customer Premises (MTC)

The MTC is qualified to install, maintain and troubleshoot analog and digital services in the drop network from the distribution tap to the terminating device at the customer's premises.

<input type="checkbox"/>	111	Installer	4
<input type="checkbox"/>	et123z/123	Broadband Digital Installer	3
<input type="checkbox"/>	846	Troubleshooting Advanced Services	3
<input type="checkbox"/>	130	Computers and Broadband Modems	3
<input type="checkbox"/>	211	Installer Technician	4
<input type="checkbox"/>	et322/322	Return Path Operations	0

Total: 17 credit hours

Master Technician, HFC Networks (MTH)

An expert in HFC network maintenance practices and procedures, the MTH is qualified to service and maintain two-way analog and digital services in the coaxial feeder and trunk system, fiber-optic system and headend.

<input type="checkbox"/>	310	Service Technician	4
<input type="checkbox"/>	410	System Technician	4
<input type="checkbox"/>	622	Fiber Installation and Activation*	2
<input type="checkbox"/>	615	Fiber Testing and Maintenance*	2
<input type="checkbox"/>	510	Advanced Technician	4
<input type="checkbox"/>	et322/322	Return Path Operations	0

Total: 16 credit hours

Senior Master Technician (SMT)

The SMT is an unparalleled expert, possessing knowledge on all HFC network and drop installation practices and procedures and the ability to maintain and troubleshoot the entire system from the customer premises through the headend.

<input type="checkbox"/>	Program	Master Technician, Customer Premises (MTC)	17
<input type="checkbox"/>	Program	Master Technician, HFC Networks (MTH)	16
<input type="checkbox"/>	180	Understanding Voice and Data Network	3

Total: 36 credit hours

* For students having completed Fiber Optics Technician, the course can be substituted for Fiber Installation and Activation AND Fiber Testing and Maintenance

Account Rep (AR)

An AR has mastered the fundamentals of selling and customer service in a broadband telecommunications environment.

<input type="checkbox"/>	861	Excellence in Customer Service	3
<input type="checkbox"/>	et152	Cable Network Overview	1
<input type="checkbox"/>	eAc111	Fundamental Selling Skills	0

Total: 4 credit hours

Master Account Rep (MAR)

An MAR has attained the fundamentals of selling and customer service in a broadband telecommunications environment and has garnered basic troubleshooting skills and the industry's historical background.

<input type="checkbox"/>	Program	Account Rep (AR)	4
<input type="checkbox"/>	832	Delivering Cable Services	3
<input type="checkbox"/>	842	Basic Broadband Troubleshooting	3

Total: 10 credit hours

Master Sales Rep (MSR)

An MSR is highly knowledgeable in the techniques of selling the many and varied services offered by the broadband industry.

<input type="checkbox"/>	Program	Account Rep (AR)	4
<input type="checkbox"/>	eAc111	Selling Against DBS Providers	0
<input type="checkbox"/>	eAc321	Selling Against DSL Providers	0
<input type="checkbox"/>	231	Selling Digital Cable	0
<input type="checkbox"/>	eAc211	Selling VoIP and Digital Voice	0
<input type="checkbox"/>	eAc261	Selling High-Speed Internet	0
<input type="checkbox"/>	eAc211	Selling High Definition Television	0
<input type="checkbox"/>	eAc241	Selling Video On-Demand	0
<input type="checkbox"/>	eAc271	Selling Personal Video Recorder	0

Total: 4 credit hours

Master Technical Services Rep (MTSR)

The MTSR has gained the historical, troubleshooting, and customer service knowledge to troubleshoot broadband service delivery problems with confidence and expertise.

<input type="checkbox"/>	Program	Master Account Rep (MAR)	10
<input type="checkbox"/>	e985	Customer Service Through Troubleshooting	0
<input type="checkbox"/>	e251	Digital Voice Customer Care: Overview	0
<input type="checkbox"/>	ctc125	High-Speed Data Customer Service	2

Total: 12 credit hours

Master High-Speed Data Rep (MHSDR)

The MHSDR is highly knowledgeable in the skills and support services required to install, service and troubleshoot the high-speed data connection.

<input type="checkbox"/>	Program	Account Rep (AR)	4
<input type="checkbox"/>	832	Delivering Cable Services	3
<input type="checkbox"/>	863	High-Speed Data Customer Service	2
<input type="checkbox"/>	875	Advanced High-Speed Data Customer Service	0

Total: 9 credit hours



Workforce Performance Solutions™

Jones/NCTI™ Awards (continued)

Operations Center Rep (OCR)

The OCR has the ability to troubleshoot more advanced technical problems from the office or another remote location and help guide the field service and maintenance technicians to resolution with speed and accuracy.

- 894 Operations Center Technical Support I 0
- 891 Operations Center Technical Support II 0
- 893 Operations Center Technical Support III 0

Total: 0 credit hours

Master Network Operations Center Rep (MNOCR)

Unparalleled in their expertise, the MNOCR possesses all of the skills and abilities to sell, support, service and troubleshoot virtually any facet of the broadband telecommunications arena. This associate is a professional of the highest caliber and is recognized by the industry as an authority in the field of broadband telecommunications.

- Program* **Account Rep (AR)** 4
- Program* **Operations Center Rep (OCR)** 0
- 832 Delivering Cable Services 3

Total: 7 credit hours

College Certificates from Arapahoe Community College

(2008-2009 Catalog, pages 39-42)

Broadband Technical Management

Broadband cable industry professionals who earn this certificate will be qualified to oversee the personnel, processes and technologies used in design, construction, installation, maintenance and service of broadband coaxial and fiber networks.

- CTC 107 Installer 3
- CTC 109 Installer Technician 4
- CTC 111 Service Technician 4
- CTC 113 System Technician 4
- CTC 127 Fiber Installation and Activation 2
- CTC 128 Fiber Testing and Maintenance 2
- CTC 165 Advanced Technician 4
- MAN 116 Effective Supervision 3
- MAN 226 Principles of Management 3

Total: 29 credit hours

Broadband Digital Management

Holders of this certificate can expect to work as managers of field service technicians, bandwidth access technicians, headend technicians and NOC technicians, etc., with broadband companies that are deploying advanced services.

- CTC 107 Installer 3
- CTC 118 Broadband Digital Installer 3
- CTC 124 Troubleshooting Advanced Services 3
- CTC 117 Computers and Broadband Modems 3
- CTC 109 Installer Technician 4
- CTC 111 Service Technician 4
- MAN 116 Effective Supervision 3
- BUS 115 Introduction to Business 3

Total: 26 credit hours

Broadband Telephony Technology Management

This certificate is designed for people preparing to enter the rapidly growing field of digital telephony and they can expect to work with companies that are deploying advanced telephony and digital services such as ISDN, DSL, VDSL, VoIP and digital video.

- CTC 107 Installer 3
- CTC 109 Installer Technician 4
- CTC 120 Understanding Voice and Data Networks 3
- CTC 117 Computers and Broadband Modems 3
- MAN 116 Effective Supervision 3
- BUS 115 Introduction to Business 3
- CTC 118 Broadband Digital Installer 3
- CTC 111 Service Technician 4
- or* CTC 127 Fiber Installation and Activation 2
- &* CTC 128 Fiber Testing and Maintenance 2

Total: 26 credit hours

* For students having completed Fiber Optics Technician, the course can be substituted for Fiber Installation and Activation AND Fiber Testing and Maintenance



Workforce Performance Solutions™

ASSOCIATE DEGREE* THROUGH ARAPAHOE COMMUNITY COLLEGE



Associate of General Studies, Broadband Technical Management

Ideal for broadband technicians and technical managers, this degree provides graduates with an unsurpassed level of technical, supervisory, management and business skills specific to the broadband industry. Courses in all three technical certificates may be applied to this degree.

MAJOR COURSES	23 credit hours	GENERAL EDUCATION COURSES	31 credit hours
<input type="checkbox"/> CTC 107 Installer	3	<input type="checkbox"/> BUS 115 Introduction to Business	3
<input type="checkbox"/> CTC 109 Installer Technician	4	<input type="checkbox"/> BUS 216 Legal Environment of Business	3
<input type="checkbox"/> CTC 111 Service Technician	4	<input type="checkbox"/> CIS 118 Intro to PC Applications	3
<input type="checkbox"/> CTC 113 System Technician	4	<input type="checkbox"/> ENG 121 English Composition I	3
<input type="checkbox"/> CTC 127 Fiber Installation and Activation	2	<input type="checkbox"/> MAN 116 Principles of Supervision	3
<input type="checkbox"/> CTC 128 Fiber Testing and Maintenance	2	<input type="checkbox"/> MAN 226 Principles of Management	3
<input type="checkbox"/> CTC 165 Advanced Technician	4	<input type="checkbox"/> MAR 216 Principles of Marketing	3
Choose Three	9 credit hours	<input type="checkbox"/> MAT 121 College Algebra	4
<input type="checkbox"/> CTC 117 Computers and Broadband Modems	3	(or higher)	
<input type="checkbox"/> CTC 118 Broadband Digital Installer	3	<input type="checkbox"/> PSY 101 General Psychology I	3
<input type="checkbox"/> CTC 120 Understanding Voice and Data Networks	3	<input type="checkbox"/> <i>or</i> PSY 116 Stress Management	3
<input type="checkbox"/> CTC 124 Troubleshooting Advanced Services	3	<input type="checkbox"/> COM 125 Interpersonal Communication	3
		<input type="checkbox"/> <i>or</i> COM 115 Public Speaking	3

* Note: These degrees will be conferred as an Associate of General Studies. The emphasis will not be listed on student's transcript or diploma.

Total: 63 credit hours

Coming Soon:

Associate of Applied Science, Broadband Technology and Communication

The Associate of Applied Science degree allows Jones/NCTI students to build a degree to suit their specific career goals in the broadband and/or telecommunications industries. The degree allows students to combine courses from a specific certificate track that is based on industry-specific competencies, with electives and general requirements. To begin, the student completes a Jones/NCTI certificate from one of the three degree emphases listed below, combined with general education courses, major courses and restricted electives to earn a minimum of 60 credit hours. The result is a versatile, professional degree that demonstrates both job-specific expertise and general business knowledge. The three emphases in the Associate of Applied Science in Broadband Technology and Communication are as follows:

- Emphasis in Broadband Technology
- Emphasis in Customer Care
- Emphasis in Telecommunications

WHY STOP NOW?

Congratulations! You've gone through the Jones/NCTI-ACC program...now kick start your next move with Jones International University*!

- Did you know?**
- You've earned a special 20% tuition scholarship
 - You can make a seamless transfer of your Jones/NCTI and ACC credits
 - JIU* allows you to earn your degree with the ease, convenience and flexibility of online education
 - JIU is the first completely online, accredited university in the U.S.

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