

**Individual Technician Skill Set Evaluation**  
**Fall 2009**  
**Barbastro, NM**  
**Neil Serafin**  
**BroadbandInstructor.com**

Name-Mark L. Tech #100	Rating
Technical	4
Troubleshooting	5
Customer Service	8
Tools	5
Safety	7

Rating: 1-3 Beginner, 4-7 Has some skills, 8-10 Advanced to Expert

**Comments**

Mark has the right attitude. He looks for illegal connects and disconnects when he sees them. He needs to use his meter more at the TAP! He understands bonding and grounding well. We performed a Digital Voice install at a single-family home (2-lines ported). He got the concept of the Verizon NID. He did not fully understand the color code of the home wiring. He did a good job on proper install of drop at slack span.

**Specific Training Needed**

Mark needs more meter training on RSVP and BER. While his troubleshooting ability is OK, he needs to work on "divide and conquer" methods. Mark is "pro" computers, but lacks any real knowledge of troubleshooting using a meter. He is does not use the modem webpage to determine operating levels. I would suggest you have a class with the guys, using Tom as the trainer, to go over what modem information can be found in real-time on the webpage.

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Name-Jose M. Tech # 411	Rating
Technical	3
Troubleshooting	4
Customer Service	7
Tools	5
Safety	4

Rating: 1-3 Beginner, 4-7 Has some skills, 8-10 Advanced to Expert

Comments
<p>On our first day he was not wearing boots with the correct heel, just a pair of slip-on shoes. He has got the right attitude. He has a good understanding of RF losses and the use of the toner. I suggested he tighten both sides of the F-81 on the wall plates. He thought that made sense. On modem fire-up he did not know to connect RF first, AC second. He used meter at the TAP! He understood information on the simple SLM. He was not aware the "hooks" on the ladder were to be above the strand. He has a basic understanding of Digital Voice and color codes of CAT3 and ribbon. He will be a good guy to have for Business Digital Voice installs. He should be taking his tools and devices with him when he goes to the house.</p>

Specific Training Needed
<p>Jose will need training on the 860 meter when he gets one. He is computer savvy with an advanced understanding of protocol. He was not using modem information available from webpage. Here again, a reinforcement of the site information on the modem would be helpful (Larry or you as the instructor). He maybe the guy to use as a SME on alarms for the crew. When you get the alarm guys in for a sample demo (example- Brinks), have Jose be there.</p>

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Name-Don S. Tech # 501	Rating
Technical	4
Troubleshooting	3
Customer Service	6
Tools	4
Safety	3

Rating: 1-3 Beginner, 4-7 Has some skills, 8-10 Advanced to Expert

**Comments**

He says he hates computers, but still manages to get them on-line. His "divide and conquer" skills were low. I spent time with him on this troubleshooting method. He does not believe the "F" connectors with any seal will keep out moisture. He was not in favor of using NID boxes. His technical ability on grounding and bonding was good. Good slack span connect done at MDU ( with street crossing). He makes too many trips to the truck. He neglects to put out cones. He does have a good attitude towards customers. He is slow. He is willing to get the job done and will not leave the house until everything is working. He has a low understanding of Digital Voice. He was at Bruno's house for the NID connect. He understands the concept of home-run wiring for CAT3 and Scotchlocks ( he used both at his last job in the metal factory). He replaced a 4-port 23dB plate with an 8-port port 23dB plate...he understood why a change to a 26dB plate would cause a problem.

**Specific Training Needed**

JDSU Meter basics. RF troubleshooting using VOM and Toner. Basic Safety refresher. RF basics-dB insertion loss on coax and connectors. He thinks he is rushed all the time. Have him plan more. For Digital Voice he might be the extra outlet guy when you start charging for them.