

Big Bend Telephone Apprenticeship Program

Career - Enhancing Opportunities for Students and their future

Begin your career with a local technology leader that rewards innovative ideas at every level. High School Seniors or recent high school graduates can take advantage of a wide range of opportunities available at our Alpine, Texas location. You will gain knowledge from fellow employees and mentors while expanding your personal leadership skills and gaining inspiration from industry-leading experts and resources. As a member of the Big Bend Telephone (hereinafter “BBT”) team, you will have an opportunity to work and learn firsthand about the telecommunications industry principles, attainable certifications, network troubleshooting methodologies and basic project management. BBT is the place for you to work with staff that believes in working hard, having fun, and making history. Find out how, as a high school student or recent high school graduate, that you can participate in an apprenticeship program that suits your interests.

If you are looking to start your career, you should know that BBT’s Apprenticeship Program allow students to gain a wide range of experience and broader knowledge of the BBT business. This experience is tailored, when possible, to the candidate's interests and knowledge. The BBT team strives to create win/win situations for the company and the student and expect the candidate to deliver organic growth to the organization.

Apprenticeship Program Overview

Our Apprenticeship Program includes recent high school Seniors or graduates seeking to learn a robust technical trade. Areas of specialized interest and background are Technology or Electronics. Students must be at least seventeen years old, and be able to pass a background check, drug test and physical.

Compensation	Required Hours	Mentor	Role & Responsibility
\$16.00 / hr. .00/hr.	Flexible	Supervisor SsSSSSSS upervisorS pManager	*Training in various departments.
No benefits available.	minimum of 10 hrs. per week if currently attending classes or full- time if recent graduate.		*Training in all aspects of the business to include procedures, service orders, inventory, broadband, installation, fiber installation, fixed wireless installation and satellite installations. *Apprentice will be required to submit and present a written project under the supervision of a pre-designated mentor.

Curriculum & Expectations

As we strive towards world class status, we recognize the need to identify our needs as we grow and expand our geographic customer base. Ideally, our apprentices will assist in accumulating data and exposing the opportunities for BBT to move towards a beneficially rewarding Apprenticeship Program.

The long-term vision is to identify and leverage local talent for all appropriate BBT positions. The vision also involves creating a tested candidate pipeline for recruiting. The proposed schedule for each apprentice is outlined below:

Apprenticeship Curriculum

Our Apprenticeship Program provides a minimum eighteen, ten-hour work weeks for a high school Junior or Senior that is either seventeen or eighteen years old and is currently attending classes or a full-time schedule for a recent high school graduate. Apprentices will work in a variety of departments structured to learn the business flow of the company. They will act in an entry-level, apprentice capacity and have no decision-making authority. Position requires a high degree of support from a pre-designated mentor.

Week 1-Customer Service	Customer experience, selling solutions, service order processing, billing, payments, etc.
Week 2-Customer Service	Products, Serving Areas & Pricing
Week 3-Customer Service	Tools & Procedures
Week 4-Customer Service	Customer Service shadowing
Week 5-Engineering	Google Earth, OGIS Training
Week 6-Engineering	Fiber Foundations & Wireless Concepts
Week 7-Engineering	Construction Processes
Week 8-Engineering	Construction (Field shadowing)
Week 9- Outside Plant	Installing/Troubleshooting Networks (Tech shadowing)
Week 10-Outside Plant	Wi-Fi & Network Troubleshooting (Course to include: WIFI, WLAN & WLC)
Week 11-Outside Plant	Wi-Fi & Network Troubleshooting (Course to include: WIFI, WLAN & WLC)
Week 12-Outside Plant	Installing/Troubleshooting Networks (Tech shadowing)
Week 13-NOC	Voice Path Overview
Week 14-NOC	Telecom 101 (e-learning course)
Week 15-NOC	Ethernet 101 (e-learning course)
Week 16-NOC	Data Networking 101 (e-learning course)
Week 17-NOC-Project Supervision	Begin written project under mentor supervision.
Week 18-NOC-Project Supervision	Complete and present written project.

Whether you're seeking a challenging apprenticeship opportunity or a recent high school graduate ready to take the plunge, BBT is the place for you. We offer opportunities where you can dive right in, make an impact and work with smart people on challenging problems that affect thousands of people. We're looking

for people who care about customers, are passionate about using technology, have a bias for action, and believe that ownership and frugality matter when you're building a great company. For apprenticeship consideration, please forward your resume to Rebecca.Schneider@BigBend.com referencing “Apprenticeship”.

Equal Employment Opportunity

BBT respects the values the unique perspectives and opportunities that a diverse workplace provides. Our principles reflect our commitment to provide equal opportunity to all applicants and employees without regard to race or color, religion, national origin, gender, age, marital status, gender identity, sexual orientation and/or disability.

Program candidates must be eligible to work in the United States.