

**Special Published Vacancy**

**POSTING START DATE:** Jan 29, 2025

**RESPOND BY DATE:** Feb 11 2025

**COMPANY:** 9017 Verizon New York Inc.

**TITLE:** Video Hub Technician

**JOB OPENING NUMBER:** R-1063502 (1 Opening(s))

**UNION:** 164 - CWA District 1 NY Plant (Collective Bargaining Agreement)  
Local 1122

**DEPARTMENT:** AHV1 NrE CO NY - CO Central West

**LOCATION:** 548 Elmwood Ave  
Buffalo, NY 14222

**DESCRIPTION:** 40 Hours Per Week

**SHIFT:** Regular Full time

**TOP PAY:** \$2098.50

**MANAGER:** Jason Osterstrom  
Manager's Phone#: +1 (716) 4819498

**Test Requirements:** Verizon Job Fit Test B

**ADDITIONAL INFORMATION:****Summary**

Responsible for the integrity of the Verizon video network equipment and services while utilizing sophisticated testing procedures for the identification of faults both inside and outside the Video Hub Office (VHO) and trouble facilitation on any service disruption or degradation. Will serve as the initial point of contact for video trouble identification and tier 1 maintenance concerning any video network service to include primary/secondary channels, Video on Demand (VOD), national content reception and processing, off-air local broadcast content reception and processing, Ad insertion, Public, Educational and Government (PEG) content reception and processing, Interactive Media Guide (IMG) content insertion and delivery.

**General Duties**

Duties include, but are not limited to, the following:

- A. Surveillance of video broadcast network and equipment.
- B. Surveillance of video hardware that provides secondary services (VOD, IMG, Ad insertion).
- C. Validation and documentation (proactive health check) broadcast content quality.
- D. Validation and documentation (proactive health check) of secondary services (VOD, IMG, PPV, Ad insertion).
- E. Validation and documentation of successful set top box downloads.
- F. Visual regular validation of VHO equipment.
- G. Establish bridge with FIOS Network Operations Center (FNOC) for trouble isolation and facilitation to include an interface with vendors and content providers for trouble analysis.
- H. RF leveling checks and balancing.
- I. Signal quality analysis using video probes/test equipment.
- J. Interpret bandwidth levels on devices in broadcast signal flow.
- K. Failover to backup network paths as necessary.
- L. Responsible for hardware maintenance on video transmission equipment, equipment supporting secondary services, surveillance equipment, and VHO bullpen desktop environment.

**Notes:**

You may submit one bid for each vacancy.

To apply, access V Team Central, Powered by Workday:

- From a computer with intranet access (VZ work computer): Log into the VZWeb, then select: About You -> Your Info and select Job Search.

- From a non-Verizon computer: Log into [www.verizon.com/aboutyou](http://www.verizon.com/aboutyou) -> Hover over About

For more information, see 24/7 Access to About You: [https://aboutyou.verizon.com/apps/documentlibrary/files/061094a5-cc5a-407d-b076-da733dab2756/intranet\\_053497.pdf](https://aboutyou.verizon.com/apps/documentlibrary/files/061094a5-cc5a-407d-b076-da733dab2756/intranet_053497.pdf)

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- M. Test port access for network captures and analysis.
- N. Assisting at the direction of management with or performing hardware equipment installations.
- O. Performs wiring operations including fanning, forming, dressing, splicing and cross connections as necessary.
- P. Performs circuit tests and clears troubles encountered in wiring or equipment.
- Q. Tracking, analyzing, and reviewing system alarms, logs, trouble reports, traffic measurement reports, etc. Corrective action taken as needed.
- R. Removing or placing connections on distributing frames and equipment ports as necessary.
- S. May be required to perform additional duties and tasks as required by Verizon.
- T. Uphold all code of conduct policies.
- U. Ensure that VHO facilities and equipment meet all company, federal, state and OSHA regulations.

**Basic Qualifications**

- A. Tests – Results obtained in standard tests for this position must meet minimum requirements established by the Company, in accordance with Company policy.
- B. Minimum Associates degree of a technical nature or 2+ years related work experience in one of the following areas:
  - cable, satellite, or telephony/SONET transport industries
  - analog/digital video, audio and multi-channel experience
  - medium level functional expertise using a network management monitoring
  - one of the following Verizon titles: Central Office Technician, Fiber Network Technician, Fiber Customer Support Analyst, Materiel Equipment Technician, Materiel System Technician
- C. Working knowledge of typical analog and digital video signal flows.
- D. Experience with Network Management Systems (NMS), or Element Management Systems (EMS) or Operational Support Systems (OSS).
- E. Working knowledge of one or more of the following: Analog/digital video and audio, video compression, encryption, MPEG2 Analyzer, NTSC, WPM, Tek 1740a, IP networks, routers and protocols, ingest stations, ad-insertion, editing and interactive TV/VOD.
- F. Experience with MS Windows platform.
- G. Proven customer communication and interaction skills.
- H. Independent decision-making skills, strong analytical and oral and written communication skills on challenging assignments with limited to no supervision.
- I. Ability to self-motivate and work independently.
- J. Team player with ability to communicate across functional organizations.
- K. Medical evaluation may be required.
- L. Satisfactory performance rating & attendance record in present job.
- M. Must be available to work scheduled tours designated by the Collective Bargaining Agreement and/or the needs of the business. Associates may be required to work evenings, weekends, holidays, and overtime as the needs of the business necessitate.

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