



## TECHNICIAN DEVELOPMENT

*Equip your technicians for success on the job and in their careers*

Problem solver, device troubleshooter, customer counselor and in-home brand ambassador. Your frontline technicians are the face of your company. How they deliver your services can create a customer for life.

### IMPROVE FRONTLINE RETENTION

Equip your technicians with the knowledge and tools they need to get the job done correctly the first time. Because they face unprecedented change, offering job-relevant learning is critical to the success of your business. Improved information access and a clear career path attract and retain the best technicians for the long term.

**64% of technicians say improved information access would create a better customer experience**

**83% of frontline employees say a clear career path builds loyalty**

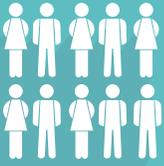
– NCTI Research

### INFORMATION DESIGNED TO BUILD JOB SKILLS

NCTI's self-directed, self-paced content supports the way your frontline technicians learn today. With performance tracking and assessment tools, we can provide targeted learning opportunities to fill knowledge gaps.

**amp** Our mobile learning tool, Amp™ by NCTI, provides access to ongoing, foundational and relevant learning – the training employees value most.

Millions  
of hours of  
coursework  
completed



Close to  
**500,000**  
frontline  
employees  
trained



NCTI has helped me to better myself and **advance in my career**, while also better positioning me to eventually move into engineering or management.



– Maintenance  
Technician

## CUSTOM CAREER PATHS, COLLEGE CERTIFICATES AND DEGREE PROGRAMS

From senior leaders who started their careers as installers to new technicians planning to climb the career ladder, hundreds of thousands of industry professionals credit NCTI with their career success.

- » Integrated career paths
- » Job-specific training and tools
- » Industry-recognized certifications
- » College certificates and degree programs

## INDUSTRY-RECOGNIZED CERTIFICATIONS FOR TECHNICIANS

Leading cable and broadband operators trust NCTI for our deep curriculum of course-based learning and our industry-recognized and respected certifications.

- » Master Installer (MI)
- » Master Technician (MT)
- » Master Technician, Customer Premises (MTC)
- » Master Technician, HFC Networks (MTH)
- » Senior Master Technician (SMT)

## OUR COMMITMENT TO TECHNICIANS

No one knows cable and broadband technicians like we do. Our innovative learning and development solutions include courseware to build careers and mobile tools for instant information access on the job.

NCTI collaborates with cable and broadband operators to increase frontline efficiency and enhance customer satisfaction. Our team works hand-in-hand with you to provide next-level learning and custom career paths designed for the way your technicians learn.

Ready to achieve field success? Learn with NCTI:  
**ncti.com | 866.575.7206**