APPRENTICESHIP STANDARD FOR UNIFIED COMMUNICATIONS TECHNICIAN

Job Profile

The primary role of a Unified Communications Technician is to establish and maintain communications systems under supervision. They use a range of remote and physical tools and equipment. They install basic communication hardware and software. They also deal with routine service requests from internal and external sources including fault rectification across a range of technologies, applying security principals in line with legal and organisational requirements. This role will require the individual to work alone or as part of a team, and could be office based, field-based, or in remote sites as required.

Typical Job Roles: Telecommunication Technician, Unified Communications Technician, Telecommunications Operative.

Entry Requirements

Individual employers will set the selection criteria, but this is likely to include 5 GCSEs; other relevant qualifications and experience; or an aptitude test with a focus on IT skills.

Technical Competencies

- Analysis: analyses system problems by selecting the appropriate tools and techniques in line with organisation guidance
- Rectification: selects the most appropriate solution to the fault, using the relevant logistical support where appropriate, or escalates to a higher-level where necessary.
- Installing and configuring: installs and configures appropriate component and or systems appropriate to the organisation
- Diagnostic tools: selects the appropriate diagnostic tools to monitor, test and reacts to network performance
- Hardware and software: undertakes hardware or software upgrades appropriate to the organisation
- Interpreting specifications: interprets technical specifications for activities and maintains accurate records
- Providing technical support: responds effectively with customers and provides technical support to them in line with organisations process
- Documenting completed tasks: documents completed tasks in accordance with agreed organisational procedures
- Cabling: competently cables or connects equipment in line with technical requirements
- Installing: installs and work with a variety of digital communications mediums as appropriate to the organisation

Technical Knowledge and Understanding

- Has a knowledge of networks: data, protocols and how they relate to each other; the main routing protocols; the main factors affecting network performance including typical faults, and approaches to error control.
- Has an awareness of cloud services / solutions Has a knowledge of routers and switches
- Has a working knowledge of IT test or diagnostic equipment
- Has a working knowledge of the different types of cabling and connectivity
- Has a working knowledge of security principles including software, access, encryption and regulation
- Has a knowledge of the purpose of firewalls
- Has a knowledge of VPN and Remote Access Security

- Has a knowledge of data, including network architectures
- Has an awareness of back-up and storage solutions
- Has an awareness of service level agreements
- Understands the purpose of digital communication technologies

Underpinning Skills, Attitudes and Behaviours

- Logical and creative thinking skills
- Analytical and problem solving skills
- Ability to work independently and as part of a team
- Can use own initiative
- A thorough and organised approach to work
- Ability to work with a range of internal and external people
- Ability to communicate effectively orally and in writing in a variety of situations and at all levels with colleagues and customers
- Maintain productive, professional and secure working environment

English and Maths

Level 2 English and maths will need to be achieved, if not already, prior to taking the end point assessment.

Professional Recognition

This apprenticeship is recognised for entry onto the Register of IT Technicians upon confirming an appropriate SFIA level 3 professional competence and those completing the apprenticeship would then be eligible to apply for registration.

Duration

The duration of this apprenticeship is typically 24 – 30 months.

Level

This is a level 3 apprenticeship.

Review Date

This standard will be reviewed in two years.