

## TRAILBLAZER APPRENTICESHIP STANDARD

### OCCUPATION: Unified Communications Trouble Shooter

Typical Job roles:	Unified Communications Trouble Shooter
Duration:	24 months minimum
Level:	4

#### Job Profile

The primary responsibility of a Unified Communications Trouble Shooter is to provide customers (internal or external) with a specialist technical service to set them up on unified communications systems and to resolve problems when they arise. This service can be delivered face-to-face, on the 'phone or online. They are required to install equipment and software and handle incidents and requests for help, including providing fault diagnostic across a broad range of unified communications technologies in accordance with business service level agreements.

#### Entry Requirements

Individual employers will set the selection criteria, but this is likely to include two A levels, although some employers will accept other relevant qualifications or experience, including a relevant Level 3 ICT Apprenticeship

#### Technical Competencies

Configures and troubleshoots:

- Voice solutions including hardware and software failures
- Data solutions including switches and access points
- Network services including line faults and internet speed problems

Configures and maintains:

- A domain service including assigning services, deploying software and applying updates
- A network including selecting appropriate network components and applying networking fundamentals
- Security principles covering software, access, encryption and auditing
- Servers including storage, print services, group policy and updates
- Client software, including managing user profiles and troubleshooting user issues

Applies change management processes to help customers increase their productivity.

#### Technical Knowledge

Understands:

- Voice solutions and can identify the components of such a solution, the features, the deployment process and troubleshooting tools and techniques
- Data solutions (LAN/WAN/WLAN), the differences between the different technologies and how the components form part of a solution
- Network services solutions including cloud services, SIP (Session Initiation Protocol), internet connectivity, mobility, fixed lines and hosted solutions

- The server and client architecture, features, deployment process and troubleshooting tools for client software and applications
- Domain services including administration, user and service accounts and group policy
- Network fundamentals including network components and internet protocols
- Security principles including software, access such as VPN, encryption and auditing
- Server administration principles including storage, print services, group policy, availability, load balancing, failover clustering, back-up and disaster recovery

Professional, interpersonal and business skills	Applied behaviours
<p>Demonstrates:</p> <ul style="list-style-type: none"> <li>• Effective communication skills (verbal, listening, writing) through confident, articulate interactions face-to-face, on the phone and in writing</li> <li>• Ability to develop and maintain effective professional relationships with colleagues</li> <li>• Effective customer service skills including identifying and responding to customers' needs and dealing effectively with conflict</li> <li>• Effective problem solving, troubleshooting and analytical skills</li> <li>• Best practices within the context of the service desk (such as ITIL)</li> <li>• Effective personal decision making</li> </ul> <p>Uses best practice tools to record progress and to resolve tickets.</p> <p>Plans and makes effective use of own time and responds to changing priorities.</p>	<ul style="list-style-type: none"> <li>• Acts as positive brand ambassador for employer</li> <li>• Demonstrates effective teamwork, engagement and relationship building</li> <li>• Applies customer 1st behaviours, makes good decisions and takes initiative</li> <li>• Applies best practice and demonstrates a commitment to quality</li> <li>• behaves ethically and in a professional manner</li> <li>• Demonstrates flexibility and adapts to changing needs of the business</li> <li>• Takes accountability for own learning and progression</li> <li>• Maintains a productive, professional and safe work environment</li> </ul>

This apprenticeship is recognised for entry onto the Register of IT Technicians, confirming SFIA Level 3 professional competence, and those completing the apprenticeship are eligible to apply for registration.

### Vendor and Professional training and certification

All apprentices will achieve an industry defined knowledge award, which may include one recognised vendor or professional qualification as required by the individual employer, in advance of taking the assessment for their overall apprenticeship certificate

### Review

This standard will be reviewed in September 2015