



Telecommunications

Telecommunications technicians install, operate, maintain and repair telecommunications and broadcasting networks and equipment.

Telecommunications technicians may perform the following tasks:

- Install network equipment and set up new telecommunications services
- Make sure that equipment and circuit installations are of good quality
- Place or terminate cables, and install jumpers, wires and strappings
- Undertake proof tests such as wire testing, circuit commissioning and power tests
- Assemble, erect, position and label items of equipment
- Provide cost estimates to customers for installation of equipment
- Install and maintain telephones and other communication systems at customers' premises
- Install, test and maintain all types of telecommunications, switching and transmission equipment, including telephone exchanges and the public telephone network
- Set up computer hardware and install and customise software applications used in telecommunications
- Carry out modifications to items of equipment
- Analyse system faults with a high degree of diagnostic skill (to circuit board level)
- Maintain and adhere to operational procedures and complete appropriate documentation
- Take responsibility for tools, and plant and test equipment
- Develop and maintain good relations with internal and external customers
- Operate call tracing facilities when necessary.

Specialisations:

Telecommunications technicians may specialise in the areas of cabling, Customer Access Network (CAN), or Customer Premises Equipment (CPE).

Telecommunications technicians work indoors and outdoors, and have considerable contact with customers in business or in private homes.

With the growth of digital telephony, particularly with business clients, the role of telecommunications technicians is increasingly becoming involved in the installation, customisation and troubleshooting of the computer software systems that drive modern telephone systems.

Personal Requirements:

- Enjoy technical and engineering activities
- Able to perform routine repetitive tasks as well as non-routine or highly analytical tasks
- Able to show initiative
- Good with hands
- Normal colour vision
- Able to work at heights and in confined spaces
- Good customer service skills
- Able to work independently and as part of a team
- Prepared to undertake continuous training and development.

Source: Job Guide 2011