

## National Apprenticeship - Occupational Profile

**Apprenticeship Title** Telecommunications Field Technician Apprenticeship

**NFQ Level** 6

**Duration** 2 Years

**Typical tasks/responsibilities** The telecommunications apprentice is concerned with the installation, commissioning, testing and maintenance of Telecommunications infrastructure and the services that utilise the infrastructure.

Tasks and Responsibilities include:

- Construction activity such as cabling and splicing
- Commissioning and testing of cables and associated network termination devices
- Installation of in-home wiring and wireless devices
- Installation of customer services such as broadband, telephony and TV
- Fault localisation on all of the above

On successful completion, the Telecommunications Field Technician will have:

### Knowledge

- Be able to demonstrate the knowledge to install and maintain telecommunications access networks equipment
- Be able to demonstrate a broad range of knowledge of the functioning of a telecommunications network with significant depth in a specialist area
- Be able to demonstrate specialist knowledge of key concepts and methods underpinning the planning installation and maintenance of telecommunications access networks

### Skills

Core Skills:

- Installation of Cabling infrastructure in both network and customer premises
- Repair and maintain of infrastructure and services
- Testing of Cables, Network terminations and in-home CPE
- Interpretation of test results and customer feedback
- Assembly of materials and the requisite tools necessary to complete a range of discrete activities
- Fault analysis of network infrastructure and in-home CPE/wiring

**Skills**  
(cont'd)

Specialist Skills:

- Utilisation of test equipment necessary to commission and diagnose defective infrastructure and in-home CPE
- Installation of in-home services such as broadband and TV
- Repair and maintain cabling infrastructure
- Testing of copper, fibre and wireless technologies
- Interpretation of test results
- Assembly of in-home equipment installations and external infrastructure such as splicing enclosures
- Fault analysis of broadband/TV services and cabling infrastructure that includes complex splicing arrangements

Common Skills:

- Utilisation of Company motor vehicles, Mechanical aids, Manual Handling equipment, Safe Pass and associated legislative conformity, in a safe and efficient manner
- Installation of network infrastructure both overhead and underground
- Repair and maintain network infrastructure both overhead and underground
- Testing of cables, splices, Network termination points at both exchange, street-side cabinets and in customer premises.
- Interpretation of work instructions and health & safety regulations to ensure work is at all times carried out in a safe manner
- Assembly of components, tools and Health & Safety equipment necessary to complete tasks both at ground level and when working at height
- Fault analysis of network infrastructure and in-home faults

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## Competencies

- Customer Focus – the role is varied and individuals will frequently manage a series of tasks to ensure end to end continuity in the delivery and maintenance of service. Unlike other roles the individual must be equally comfortable working in the network and in someone's home while completing a series of related tasks
- Business Focus – In a competitive market, individuals must be aware of competitor offerings and the business environment they are operating in
- Results Focus – In a competitive environment, speed and quality are of the essence, so an individual will need to achieve a range of objectives around construction, delivery and repair times
- Innovation
- Problem Solving
- Oral & Written Communication
- Team Working

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Industry/industries served by the apprenticeship

Telecommunications

Apprenticeship  
in development  
as of May 2017