

## APPRENTICESHIP STANDARD FOR UNIFIED COMMUNICATIONS TROUBLE SHOOTER

### 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.

**Typical Job Roles:** Unified Communications Desk Engineer, Unified Communications Field Engineer, Data Field Engineer, Voice Field Engineer, Microsoft Support Field Engineer, Microsoft Consultant

### Entry Requirements

Individual employers will set the selection criteria, but this might include GCSEs, A levels, a level 2 apprenticeship or other relevant qualifications, relevant experience and/or an aptitude test with a focus on functional maths.

### Technical Competencies

- Can configure and troubleshoot voice solutions including hardware and software failures
- Can install, configure and troubleshoot Data solutions including switches and access points
- Can install, configure and troubleshoot Network Services solutions including line faults and internet speed problems
- Configures and maintains a domain service including assigning services, deploying software and applying updates
- Configures and maintains a network including selecting appropriate network components and applying networking fundamentals
- Configures and maintains security principles covering software, access, encryption and auditing
- Configures and maintains servers including storage, print services, group policy and updates
- Configures and maintains client software, including managing user profiles and troubleshooting user issues

### Technical Knowledge and Understanding

- Understands server administration principles including storage, print services, group policy, availability, load balancing, failover clustering, back-up and disaster recovery
- Understands the server and client architecture, features, deployment process and troubleshooting tools for client software and applications
- Understands security principles including software, access such as VPN, encryption and auditing
- Understands network fundamentals including network components and internet protocols
- Understands network services solutions including cloud services, SIP (Session Initiation Protocol), internet connectivity, mobility, fixed lines and hosted solutions
- Understands domain services including administration, user and service accounts and group policy
- Understands voice solutions and can identify the components of such a solution, the features, the deployment process and troubleshooting tools and techniques
- Understands data solutions (LAN/WAN/WLAN), the differences between the different technologies and how the components form part of a solution

## Qualifications

Apprentices must achieve one internationally recognised vendor or professional qualification, from the right hand column in the table below. This then exempts one of the Ofqual-regulated knowledge modules, as shown in the left hand column.

The knowledge modules are summarised below and further details are available in the occupational brief available from the Tech Partnership at [www.thetechpartnership.com/apprenticeship/unifiedcommunicationstroubleshooter](http://www.thetechpartnership.com/apprenticeship/unifiedcommunicationstroubleshooter)

Knowledge Modules	Vendor or Professional Qualifications
Knowledge Module 1: Server (for a level 4 Unified Communications Trouble Shooter)	MCP Server 2012 Install and configure Windows Server Configure advanced Windows Server 2012 services Server Virtualization -Windows Server Hyper V
Knowledge Module 2: Security Principles (for a level 4 Unified Communications Trouble Shooter)	Security+ MTA Mobility and Devices Fundamentals JNCIS-SEC CCNA Security
Knowledge Module 3: Network Services (for a level 4 Unified Communications Trouble Shooter)	CCNA 1+2 MTA Network fundamentals Network+
Knowledge Module 4: Voice and Data Solutions (for a level 4 Unified Communications Trouble Shooter)	Enterprise Voice and Online services Lync Server 2013 Core Solutions of Lync Server 2013

Individual employers will select which vendor or professional qualification the apprentice should take.

## English and Maths

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

## Underpinning Skills, Attitudes and Behaviours

- Logical and creative thinking skills
- Analytical and problem solving skills
- Ability to work independently and to take responsibility

- Can use own initiative
- A thorough and organised approach
- Ability to work with a range of internal and external people
- Ability to communicate effectively in a variety of situations
- Maintain productive, professional and secure working environment

**Professional Recognition**

This apprenticeship is recognised for entry on to the Register of IT Technicians and those completing their apprenticeships are eligible to apply for registration.

**Duration**

The duration of this apprenticeship is typically 24 months.

**Level**

This is a level 4 apprenticeship.

**Review Date**

This standard will be reviewed in December 2017.