

APPRENTICE – Telecommunications Engineer

Business function: Operations

Closing date: 31ST January 2020

Reports to: Field Engineering Manager / Build Delivery Manager **Start:** 2nd February 2020

Location: Kings Hill, Kent

Salary: £14,000.00 pa rising to £18,000.00 pa upon successful completion of modules.

Terms: Permanent full time

TRULY FIBRE, TRULY FAST

We're expanding our team as we transform broadband in Kent and beyond. If you'd like to join us on our exciting journey, we'd love to hear from you. We are building our own fibre optic networks to homes and businesses using Fibre to the Premises (FTTP) technology – this means we can offer our customers the highest speed and highest quality broadband services in the country – guaranteed! The Trooli networks are modern, future-proof and fit for the digital age.

WHAT TO EXPECT

Trooli are experts in building and installing Fibre Optic networks and have partnered with VQ Solutions to offer apprenticeship opportunities to driven individuals who have a passion for Telecommunications. The ideal candidate will have the desire to become a subject matter expert in the telecommunications industry, with an aspiration to build a long term and fulfilling career.

You'll spend your first three months working alongside established engineers to understand the industry from grass roots. During this time, you will be working towards building a portfolio of evidence to support your on-line learning for your Level 3 Diploma in IT and Telecoms professional competence. **This qualification makes engineers eligible for the ECS Advanced Datacomms Specialist Card (Gold Card)**

You will then complete a three-day residential course in Stoke-on-Trent to obtain your City and Guilds 3667-02 Copper. At ten months into your training, you will attend another four-day residential course to obtain your City and Guilds 3667-02 Fibre. You will also be required to attend 2 x one day safety courses which are inclusive of your qualification.

All learning is supported by VQ Solutions through eLearning, mentoring and assessing.

You'll contribute to the business in your assigned role, as well as undertake additional study in your own time, to achieve your academic award. A network of apprentice tutors and line managers will regularly review your progress and offer advice along the way, to support you performing at your best.

QUALIFICATION

It is anticipated that you will achieve your full qualification within 13 months from the start of the course which is made up of the following elements:

- Level 3 Diploma in IT & Telecoms Professional Competence. This requires engineers to build a portfolio of evidence. **This qualification makes engineers eligible for the ECS Advanced Datacomms Specialist Card (Gold Card)**
- City and Guilds 3667-02 Copper
- City and Guilds 3667-02 Fibre
- IPAF
- IOSH Working Safely

In addition, you will receive further role specific training through the company and / or recognised training providers, which may include:

- NSRWA Unit 2 Signage, guarding and light.
- NSRWA Unit LA Avoidance of underground apparatus.
- IPAF MEWP Mobile Boom B3.
- Knowledge and experience of working to BT Openreach standards and processes for underground safety, working at height and confined spaces.
- Current qualification to work on BT Network or equivalent.
- Conversant with principles and standards for Passive Optical Networks

Functional Skills

As this is a funded apprenticeship programme if engineers do not hold a GCSE grade C or above in Maths they must complete Functional Skills Maths Level 2, if they do not hold a GCSE grade C or above in English they must complete Functional Skills English Level 2 and if they do not hold a GCSE grade C or above in ICT they must complete Functional Skills ICT Level 2. Trooli will support you with Functional skills learning and testing which will be completed during your apprenticeship.

End Point Assessment

This programme is completed once all evidence has been uploaded to the learner's portfolio and has been assessed and signed off by the internal verifier.

YOUR PERSONAL ATTRIBUTES

- You will be able to develop excellent working relationships within your team, with your manager, and with other teams within Trooli.
- You strive to make efficiencies and work smarter.
- You have excellent organisation skills.
- You are a clear and concise communicator.
- You are physically fit to carry out manual handling
- 'Can Do' mindset with focus on customer satisfaction beyond expectations.
- A collaborative and innovative approach to service delivery and problem solving.

YOUR PERSONAL BENEFITS

- 25 days paid holiday (FTE), plus bank holidays
- Highly competitive apprentice pay scales

- Pension
- Free parking
- Friendly working environment
- Opportunity to learn and take on more responsibilities as the company grows

WHERE IT WILL TAKE YOU

Join us on this apprenticeship programme and you'll be placed within one of the areas below:

- Customer Installation Engineer
- Fibre Optic Cabler
- Fibre Optic Splicer

Customer Installation Engineer - Responsibilities

- Provision of FTTP Broadband services in both residential and business premises
- Installation and splicing of fibre cabling both underground and overhead
- Deployment and commissioning of customer premises equipment including ONT and router
- Deliver professional and concise customer handover.
- Self-audit all works and ensure it meets all applicable technical and operational quality standards.
- Work efficiently and tidily, maintaining a clean environment at all times.
- Respond effectively and appropriately to all customer requests and enquiries.
- Complete work to agreed time scales.
- Comply with Health & Safety standards.
- Ensure that all work activities comply with environmental regulations.
- Ensure the use of plant and tools are conducted in a safe manner, meeting the requirements for operation of the specific equipment.
- Comply with company Transport Policy
- Conduct daily checks of plant and tools, ensure they are safe to use and where applicable carry valid calibration certificates.

The role is principally working within a customer installation team. However, you may also be required to carry out cabling work on our core distribution network.

Fibre Optic Cabler – Responsibilities

- Carry out risk assessments prior to work.
- Interpret box-to-box diagrams and maps to understand the routes.
- Make each entry point safe using gate guards and signage as appropriate.
- Proving routes - Carry out rodding and roping to establish whether the planned cable routes are clear and viable.
- Identify blockages and attempt to pass them.
- Complete A55 forms to identify the precise location of any blockage that requires clearance using a dig-down.
- Use traffic management as needed in accordance with Chapter 8.
- Work with contractors as needed.

- Using the information supplied in Job Packs: prepare cable and pull into the route, install following ropes for the next cable where required, leave coils for installing Trooli equipment, and secure the cables.
- Label in accordance with BT Openreach requirements at entry and exit points. Take photographs as required for completing As-built documentation.
- Take responsibility for tools issued and the vehicle assigned to you in accordance with our vehicle policy.

The role is principally working within a network installation team. However, you may also be required to carry out cabling work from our network to the customer premises.

Fibre Optic Splicer - Responsibilities

- Carry out risk assessments prior to work.
- Install, splice and secure fibre distribution points either underground or mounted on telegraph poles.
- Navigate the network. - Interpret job packs and fibre allocation tables
- Install and splice splitters in broadband cabinets using automatic fusion splicer.
- Photograph completed fibre distribution points both inside the closure and externally showing position on chamber or on pole.
- Work safely using gate guards and signage as appropriate.
- Take responsibility for tools issued and vehicle assigned in accordance with Call Flow vehicle policy.
- Carry out acceptance testing using OTDR, light source and power meter
- Trace and rectify any faults found

The role is principally working within a network installation team. However, you may also be required to carry out splicing work at the customer premises.

OUR VALUES

- **Integrity:** be transparent and honest with our customers and with each other.
- **Passion:** be excited about what we do.
- **Develop:** Invest in each individual.
- **Continual improvement:** Work smarter, not harder.
- **Proactive:** take responsibility.
- **Teamwork:** support and collaboration.
- **Quality:** we do what we do well.

Trooli is a leading-edge technology company and as such we do not expect all our potential recruits to have experience in what we do. Don't worry, we are looking for highly motivated people that are willing to learn and are excited by the prospect of a new challenge.

If you think you are the person we are looking for, please send your CV to hr@trooli.com prior to the closing date.