
Overview

This standard is concerned with the skills and knowledge required to trouble-shoot and locate, diagnose and rectify complex faults in digital telecommunications or radio communication equipment and to provide expert advice and support on faults. It includes monitoring digital telecommunications or radio communication signals to discover faults and determine appropriate rectification action.

Performance criteria

You must be able to:

1. Monitor digital telecommunications system performance to identify faults
2. Analyse fault history in order to establish any fault patterns including questioning personnel involved in previous fault repair if relevant
3. Troubleshoot digital telecommunications system connectivity according to manufacturer's specifications and organisational procedures
4. Locate the fault and rectify or escalate in line with organisational procedures
5. Develop strategies for identification and repair using advice from other engineering and technical personnel
6. Carry out repairs in line with relevant legislation, codes, regulations and standards
7. Inform customer of issues and possible solutions
8. Seek back up support from the product manufacturer when required
9. Update configuration and troubleshooting records
10. Restore work-site to safe condition according to established procedures
11. Notify customer of completion of the task

Knowledge and understanding

You need to know and understand:

1. The process and importance of troubleshooting telecoms faults and implementing recovery actions
2. The Telecoms diagnostic and troubleshooting techniques and how to apply them
3. The purpose of maintaining enterprise telecoms maintenance, fault and operational documentation
4. The factors involved in selecting and applying tools and equipment to analyse enterprise Telecoms systems for faults
5. The importance of documenting rectification information according to organisational procedures
6. The procedures to follow to isolate a fault
7. Relevant legislation, codes, regulations and standards
8. The process to follow when monitoring telecoms system performance
9. Why you should analyse fault history to inform fault diagnosis
10. The factors that can affect telecoms system connectivity and performance
11. The process for updating fault identification and rectification records

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Identify and rectify faults in digital telecommunications equipment



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