

# L3

> Apprenticeship



DIGITAL  
Skills Solutions

## UNIFIED COMMUNICATIONS TECHNICIAN

*Setting up and maintaining communications systems under supervision, and installing communication hardware and software.*

> **Duration**

Typically 24 months

> **Route**

Digital

## THE ROLE

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The primary role of a Unified Communications Technician is to establish and maintain communications systems under supervision. They use a range of remote and physical tools and equipment. They install basic communication hardware and software. They also deal with routine service requests from internal and external sources including fault rectification across a range of technologies, applying security principals in line with legal and organisational requirements.  
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### FOR MORE INFORMATION, CONTACT US

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# 92%

# of our apprentices gain full-time employment



## Roles/occupations may include:

- > Telecommunication Technician
- > Unified Communications Technician
- > Telecommunications Operative



## Key responsibilities are likely to include:

- > Analysing system problems by selecting the tools and techniques in line with organisation guidance
- > Installing appropriate components and or systems
- > Undertaking hardware or software upgrades
- > Selecting the most suitable solution to faults



## Progression

- > This apprenticeship is recognised for entry onto the Register of IT Technicians upon confirming an appropriate SFIA level 3 professional competence and those completing the apprenticeship would then be eligible to apply for registration



## Entry requirements

- > Individual employers will select which vendor or professional qualification the apprentice should take
- > Level 2 English and maths will need to be achieved, if not already, prior to taking the end-point assessment
- > Successful interview



## Application process

To find out more or speak to us about vacancies, please [CONTACT US](#)