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# Job Specification

## General

<b>Title</b>	Trainee Technical Apprentice
<b>Location</b>	Streetly
<b>Reporting to</b>	Michael Tandy
<b>Salary</b>	10K
<b>Department</b>	Operations

## Scope

The Trainee Technical Apprentice will complete a 2 year advanced level 3 NVQ following the ICT framework. Through work based learning you will complete a Level 3 Diploma in professional competence for IT and Telecoms professionals as well as a certificate in ICT systems and Principles.

An attractive salary increment will be available on completion of all components of the Apprenticeship certificate for each year.

## Job Description

Support and learn all aspects of the Installation and Service Group. Primarily you will provide 1<sup>st</sup> line customer support and will be responsible for the material ordering, processing and repair with in Streetly. In addition you will be required to build, configure, commission and test all project hardware prior to dispatch.

## Responsibilities

- Assemble, program, commission and test customer projects in line with the operational and product requirements
- 1<sup>st</sup> line customer support for all incidents and faults
- Manage and prioritize the resolution and closure of all customer incidents and faults
- Responsible for the initial receipt of damaged /warranty units and co-ordinate the onward dispatch to Ascom's Central Repair Centre in Sweden
- Responsible for material ordering, processing and maintaining records within warehouse
- Responsible for Stock control and inventory Audits.

## Core Values

### Responsible

Reliability, integrity and trustworthiness are the cornerstone of our business and our actions

### Competent

Clear customer focus and superior quality and first class performance are the values in which we measure our competence.

### Talented

The talent is inherent in our employees and is invaluable. With individual skill and expertise, they play a central role in Ascom's success

### Ambitious

We are ambitious. Our primary goal is to provide maximum customer satisfaction

## Behaviors

### Customer Focus:

*Striving to meet the customer needs; Ability to transfer customer needs into competitive services & customized products; Acts promptly in response to customer concerns; Builds valued & sustained partnerships with customers; Solicits feedback; Makes clear effort to understand customers' business.*

### Activate & Implement Change:

*Ability to anticipate/ implement changes; Challenging people to get the best out of them; Keeps an open mind when faced with new situations; Creates an environment where employees can share ideas; Demonstrates a good understanding of the external factors that affect the business. Anticipates market evolution, initiates & implements business / strategy oriented changes in offerings & organization. Develops team to meet new requirements.*

### Teamwork & Cooperation:

*Recognition & use of the individuals' available competencies; Manages conflict – keeps an open mind when others disagree; Responds constructively in conflict situations; Is able to influence & motivate others; Encourages people to work cooperatively; Supports team approaches when appropriate; Is able to adapt own working style to different team roles; Collaborates across groups; Values differences in people & treats everyone with respect.*

### Communication & Negotiation:

*Communicate in a direct & open way; Active listening; Asks questions regularly to gather others' views; Give instant feedback & be open for instant feedback; Presents ideas persuasively & clearly; Presents compelling reasons for ideas when challenged; Speaks with confidence; Communicates in an open & direct way; Seeks win-win solutions; Ability to summarize & report status; Makes clear effort to ensure everyone understands.*

**Strategic & Analytical thinking:**

*Considers possible outcomes before making decisions; Makes decisions supported by relevant information; Prepares for potential problems; Measures & follows-up for continuous improvement; Finds new approaches to solutions; Does not stop at first right answer; Innovates – sets new service & product directions; Plans for longer-term; Develops own strategic outlook for the business & function; Acts as role model for “forward thinking”.*

**Self-Management:**

*Seeks feedback to develop own improvement areas; Gets involved in a variety of experiences to maximize development; Stays up-to-date in own area of professional expertise; Displays strong integrity, fairness & ethical behavior; Maintains confidentiality of information; Upholds company values & beliefs; Is honest in interactions with others; Follows through on commitments; Has strong personal organisation abilities; Can work under pressure.*