

OCCUPATIONAL QUALIFICATION STANDARD

Senior Telecommunication Technician, EstQF Level 5

An occupational standard is a document which describes the set of skills, knowledge and attitudes, i.e. competence requirements, needed to successfully accomplish duties. Occupational standards are used for compiling curricula and awarding qualifications.

Occupational title	Level of Estonian Qualifications Framework (EstQF)
Senior Telecommunication Technician, EstQF Level 5	5

Part A DESCRIPTION OF WORK

A.1 Description of work
The Senior Telecommunication Technician supplies telecommunication services, resolves faults and provides user support. The main tasks of a Senior Telecommunication Technician are the installation, configuration and servicing of network components, identifying and resolving malfunctions and advising customers. They organise their team's work and take part in the organisation of the development and management activities of the company. There is also an occupational qualification standard for Telecommunication Technician, Level 4.
A.2 Tasks
A.2.1 Operating networks 1. Installation of network components. 2. Configuration and connection. 3. Identifying and resolving faults. 4. Measuring network parameters. 5. Updating software. 6. Documentation. 7. Monitoring network performance. A.2.2 User support 1. Resolving incidents. 2. Advising end users. A.2.3 Organisation of work 1. Analysing work and implementing changes. 2. Coordinating work and mapping the need for training. 3. Managing work equipment in accordance with requirements. 4. Taking part in the procurement process and compiling sales quotes. 5. Coordinating the work of subcontractors. 6. Participation in conducting risk analysis.
A.3 Work environment and specific nature of work
The job of a Senior Telecommunication Technician has a heightened electrical, EMF and laser radiation hazard; the job must be performed outdoors and at heights, where necessary. The Senior Telecommunication Technician works in distinct and varied environments and the job is mobile in nature. The job may require physical exertion. Working time may include nights.

A.4 Tools
The main work equipment of a Senior Telecommunication Technician includes measuring tools and appliances, ordinary tools, IT hardware and software and protective equipment.
A.5 Personal qualities required for work: abilities and characteristics
The Senior Telecommunication Technician occupation requires analytical thinking, mathematical aptitude, cooperation skills, a well-developed sense of responsibility and a readiness to learn.
A.6 Professional preparation
Senior Telecommunication Technicians usually have at least secondary education.
A.7 Most common occupational titles
Senior Telecommunication Technician.

Part B COMPETENCY REQUIREMENTS

B.1 Structure of occupation
Mandatory competences B.2.1-B.2.3 and recurring competence B.2.4 must be certified when applying for the qualification.

B.2 Competences

MANDATORY COMPETENCES

B.2.1 Operating networks	EstQF Level 5
Tegevusnäitajad 1. Eristab ja paigaldab võrgu komponente, arvestades võrgu paigaldusreeglid ja ohutusnõudeid. 2. Seadistab ja ühendab võrguseadmeid, lähtudes võrgule esitatavatest tehnilistest ja infoturbe nõuetest ning ühendusskeemidest. Eristab võrguühenduse parameetreid ja vajadusel kohandab etteantud skripte. 3. Tuvastab ja lokaliseerib funktsionaalse rikke võrgukomponendi tasemeni, võimalusel kõrvaldab rikked, asendades defektse võrgukomponendi toimivaga. 4. Mõõdab põhilisi võrguparameetreid, kasutades selleks sobivaid mõõte- ja diagnostikaseadmeid. 5. Uuendab seadmete tarkvara vastavalt juhendile. 6. Dokumenteerib võrgulahenduse, selle konfiguratsiooni ja teenused, lähtudes organisatsioonis kehtivatest nõuetest. 7. Analüüsib rikete põhjuseid, lähtudes intsidendihalduse põhimõtetest.	
B.2.2 User support	EstQF Level 5
Tegevusnäitajad 1. Suhtleb kasutajaga, et määrata intsidendi asukoht ja ulatus ning lahendab selle järgides ettenähtud protseduure. 2. Nõustab lõppkasutajat teenuste valikul ja kasutamisel. Juhendab, kuidas toimida probleemide korral.	
B.2.3 Organisation of work	EstQF Level 5
Tegevusnäitajad 1. Analüüsib tehnikute grupi tööd ja kasutajate tagasisidet, vajadusel teeb ettepanekuid muudatusteks tööprotsessides, -korralduses ja -võtetes ning viib neid ellu. 2. Seab meeskonnaliikmete tööle organisatsiooni eesmärkidest lähtuvad eesmärgid. 3. Koordineerib tehnikute tööd, kaardistab koolitusvajadusi ja organiseerib või viib läbi koolitusi. 4. Haldab töövahendite nõuetele vastavust, lähtudes töövahendi kasutamise, töötervishoiu ja tööohutuse nõuetest; teeb ettepanekuid töövahendite parendamiseks. 5. Osaleb hankeprotsessis ja müügipakkumiste koostamisel oma pädevuse piires. 6. Juhib ja koordineerib alltöövõtjate tööd.	

7. Annab oma sisendi riskianalüüsi läbiviimiseks.

RECURRING COMPETENCES

B.2.4 Recurring competences of Telecommunication Technician	EstQF Level 4
Performance indicators: 1. is guided in their work by ethical convictions; 2. takes into account the interests of the organisation when setting personal professional goals and uses the organisation's resources responsibly and prudently; 3. follows safety procedures during the work process; 4. keeps up with developments in the industry; 5. assesses the impact of their actions on the environment, tries to lessen this impact and avoids harming the environment; 6. follows quality and security assurance policies in their work; 7. uses the correct terminology when compiling documents and communicating; 8. communicates with customers and colleagues in accordance with best practice; 9. observes the legal acts relevant to the industry; 10. speaks Estonian at the B2 level and Russian or English at the B1 level (see Annex 1).	
Evaluation method(s): Recurring competences are assessed as part of the assessment of the other competences listed in the occupational standard.	

Part C GENERAL INFORMATION AND ANNEXES

C.1 Information concerning compilation and certification of occupational qualification standard and reference to classification of occupations	
1. ID of occupational qualification standard in register of occupational qualifications	08-14062018-1.4/5k
2. Occupational qualification standard compiled by:	Joonas Heiter, Elisa Eesti AS, taristu valdkonna juht Laur Lemendik, Riigi Infokommunikatsiooni SA, juhataja Milko Milatškov, Eesti Elektroonikatööstuse Liit Andres Ojalill, Tallinna Polütehnikum, IT ja elektroonika kompetentsijuht Hele Tammenurm, Eesti Infotehnoloogia ja Telekommunikatsiooni Liit, Telia Eesti AS
3. Occupational qualification standard approved by:	Information Technology and Telecommunication
4. No. of decision of Sectoral Council	11
5. Date of decision of Sectoral Council	14.06.2018
6. Occupational qualification standard valid until	09.05.2023
7. Occupational qualification standard version no.	5
8. Reference to International Standard Classification of Occupations (ISCO 08)	3522 Telecommunications Engineering Technicians
9. Reference to European Qualifications Framework (EQF)	5
C.2 Occupational title in foreign language	
English:	Senior Telecommunication Technician, EstQF Level 5
C.3 Annexes	

Lisa 1 [Language skills level descriptions](#)