

**Job Title:** Trainee Technical Support

**Department:** Solutions Department

**Vacancy Code:** CK10

**Starting Salary:** 23,000

### **Requirement Overview**

Working within the Emtelle Solutions Department they report to the Team leader - Technical Support Team are responsible for supporting the global sales team, the role as Trainee Technical Support encompasses supporting in the day-to-day activities which include, testing products, conducting cable blowing trials, testing new equipment, developing sample packs.

### **Role and Responsibilities**

Full training shall be given to undertake the following roles:

- 1) Completing bespoke product datasheets
- 2) Learning & ensuring required work instructions and manuals are up to date
- 3) Execute and document testing to ensure products meet customer requirements and learn about industry standards.
- 4) Perform testing to required standards for Fibre flow products.
- 5) Working with Product Specialists and Manufacturing to test new product designs
- 6) Making samples for customers
- 7) Cable blowing development testing
- 8) Liaising with the Team leader - Technical Support Team regarding any outstanding tasking within the team and actively participating in their resolution.

### **Key Attributes**

- 1) Understanding and adherence in following both written and verbal work instructions.
- 2) To communicate clearly staff at Emtelle, in respect to activities processes and methodologies employed in the department.
- 3) Highly self-motivated, disciplined, and organized.
- 4) Time Management, they will deliver a high and sustained standard of attendance and timekeeping.
- 5) Able to work effectively in a physically demanding environment.

**Experience (to be gained in some instances)**

- 1) Gain a familiarity with Emtelle' s product range
- 2) Develop experience in Fibre Optics, Telecoms, or a related field.
- 3) Strong communication and influencing skills.
- 4) Demonstrable ability to effectively manage a simultaneous range of diverse activities.
- 5) Be a self-starter with good motivational and inter-personal skills.
- 6) A Practical level-headed individual with technical ability/aptitude.
- 7) A structured approach to problem solving.
- 8) Relies on ability and judgment to plan and accomplish goals.
- 9) Strong communication skills in written and spoken English.

**Skills**

- 1) Must have demonstrable technical, communication and problem-solving skills.
- 2) Ability to accurately follow written instructions
- 3) Sense of urgency in completing tasking to required targets in terms of output quality and time.
- 4) Ability to work as part of a team
- 5) Ability to respond to instructions given as part of the operational process
- 6) Ability to communicate effectively with colleague
- 7) Ability to communicate effectively with and respond effectively to Supervision
- 8) Knowledge of Microsoft Office is a requirement as communication and reporting are key.
- 9) Full Driving license is preferred but not required