



Telecommunications Sector Guide

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Overview

- One in every 20 people (1.5 million) working in the UK is employed in IT & Telecoms. Of these individuals, 913,000 (59%) work in the IT & Telecoms industry itself (i.e. IT & Telecoms professionals and those in supporting roles such as HR, admin, finance etc.) whilst a further 633,000 (41%) work as IT or Telecoms professionals in other industries (the IT department of a retail chain or bank for example). There are over 144,000 workplaces in the UK's IT & Telecoms industry - 87% of which are IT and 13% Telecoms.
- A career in the telecommunications industry will suit those who enjoy working in an environment which has constant change and a varied workload. Driven by advances in communications technology it is a competitive and fast-changing industry, which offers a wide range of career options in terms of the skills required and the roles within it.
- Broadband, mobile and wireless technology has changed the face of both business and home life with major telecommunications companies such as BT, Vodafone, Virgin Media, EE, Fujitsu and O2-Telefonica integrating services to provide a range. The telecoms industry includes the work of engineers and IT-trained professionals on a technical side. The constantly developing equipment requires skilled IT technicians to install, test and maintain the products and their systems. As telecommunications is all about connecting people quickly, efficiently and reliably communication and customer service is a large part of any job role in the industry. The UK Government has an ambition for the whole country to have the best superfast broadband network in the EU by 2020. Should the infrastructure fail, the nation would grind to a halt.
- The industry is not just governed by Engineering positions; you will find a wide variety of job roles. Delivering outstanding customer service is the key to a successful business therefore there is a high demand for Customer Service and Retail Operatives, Team Leaders, Supervisors and Managers both in Call Centres and Retail outlets.



Organisations that support Military Recruitment





- BT Openreach. Openreach are the guardians of a critical national asset, the local access network; the infrastructure that delivers the data, broadband and voice services to each home and business throughout the UK, sometimes referred to as the 'last mile'. - The copper wires and fibre that connect homes and businesses to local telephone exchanges. Openreach customers are the communications providers who rely on them to deliver the telephone, internet, data and TV services that households and businesses buy from them. Openreach are working on behalf of communications providers when they visit their customers' homes and businesses to carry out installations or repair work. Criteria:
 - Must have a driving licence with no more than 6 penalty points
 - Must not be colour blind
 - Must not be afraid of heights or confined spaces
 - Must pass a criminal disclosure check and have the right to live and work in the UK
- BT Openreach have launched a recruitment campaign for Trainee Engineers Nationwide. They are looking to recruit in excess of 1,000 Trainee Engineers this year to work on the telecoms network. The roles are all across England, Scotland and Wales. Full training is provided. Service leavers are not required to have any technical skills. All applications will need to be made through RightJob with a tailored CV. BT Openreach are currently recruiting Trainee Engineer roles UK wide, click on this [N182350](#) and login to your right job account.
- Other jobs will appear when available, when they are please follow this link <https://www.ctp.org.uk/job-finding/directory/openreach/latest-jobs>



Vodafone. Vodafone are one of the world's leading mobile communications providers, operating in more than 30 countries and in partnership with networks in over 40 more. Across the world, they have almost 360 million customers and around 19 million in the UK. Vodafone now employ over 8,000 people across the UK. Typical jobs found at Vodafone are Project Manager, Application Manager, Technical Design and Business Development Manager. Vodafone continue to engage by attending CTP Employment Fairs. To find out more about careers at Vodafone visit vacancies will appear on this link when they are live. <https://www.ctp.org.uk/job-finding/directory/vodafone/latest-jobs>



Fujitsu are one of the largest IT, Telecommunications and Services companies in the world, working with many military organisations, intelligence communities and Government Departments to provide highly secure Information & Communications Systems Services. To find out more about careers at Fujitsu visit <https://www.ctp.org.uk/job-finding/directory/fujitsu/latest-jobs>

Defence Capabilities

Fujitsu's comprehensive ICT-based solutions include a broad range of secure transformational systems and services enabling customers, from Defence, National Security, and other Government Agencies to realise objectives, reduce costs and increase effectiveness by exploiting advances in technology. As a result of their work with the Ministry of Defence, and a wide spread of cross government agencies, we have an excellent insight into the challenges that surround the 'joining up' of information, often across many agencies, in order to respond effectively to any large scale crisis – whether prompted by military action, natural disaster or terrorist action. Working with best of breed industry partners, Fujitsu has brought together a comprehensive range of systems and services that can contribute significantly in helping to meet these challenges; providing rapid access to a common operating picture and new secure ways to get data, intelligence, orders and information to the places and people that need it most.

Their areas of expertise include Command, Control, Communications and Computing systems (C4I), integrated platforms, Situational Awareness, Mobility, Information Management and Exploitation and Decision Support systems, together with a range of low-energy hardware designed for the environment in which it needs to operate.

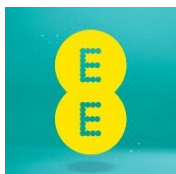




Other major telecoms companies



Virgin Media. Virgin Media also continue to advertise a high number of vacancies on RightJob, ranging from sales/marketing to IT. To find out more about careers with Virgin Media. Login to your right job account, <https://www.ctp.org.uk> select by company, scroll down and click on the Virgin Media opportunities.



EE. EE is the UK's most advanced digital communications company. They have announced the switch on of their 200th town in the UK to benefit from 4G. EE now have over 2 million customers using superfast 4G. That's the fastest rollout and uptake of any technology in Britain, and means that the UK's mobile digital infrastructure is now ahead of many other nations. EE have current employment opportunities such as Customer Advisers, Retail Assistants, Engineers and Managers, which can be found following this link: <https://jobs.ee.co.uk/>



Telent advertise a number of roles within the telecoms sector as well as support roles such as administration and logistic. Follow this link to view the current vacancies with Telent <https://telent.com/careers>



SKY. Sky launched in 1989 and are currently Britain and Ireland's leading home entertainment and communications provider. Sky currently operates SKY TV, Sky broadband and Sky talk. They currently employ over 24,000 people in various roles. Sky are always looking for people who can deliver great TV and home communications to our customers and have created a web page detailing why sky are a good company to work for . Login to your right job account, <https://www.ctp.org.uk> select by company, scroll down and click on the Sky.

Here you will see vacancies in sectors such as technology, sales, corporate, marketing and customer service.

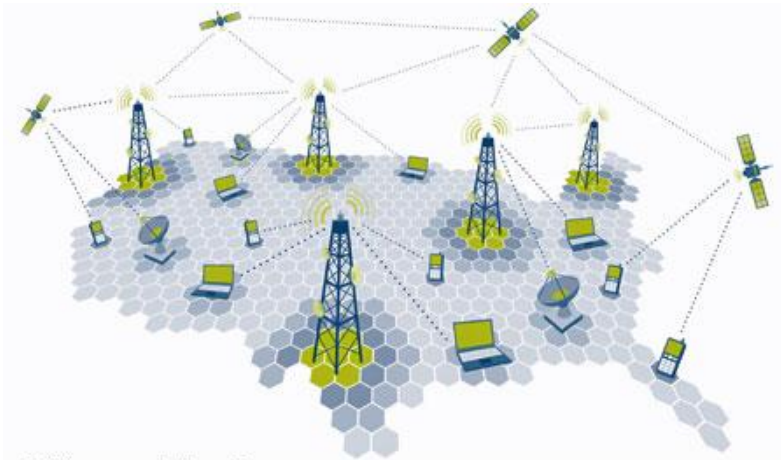


Selected vacancies

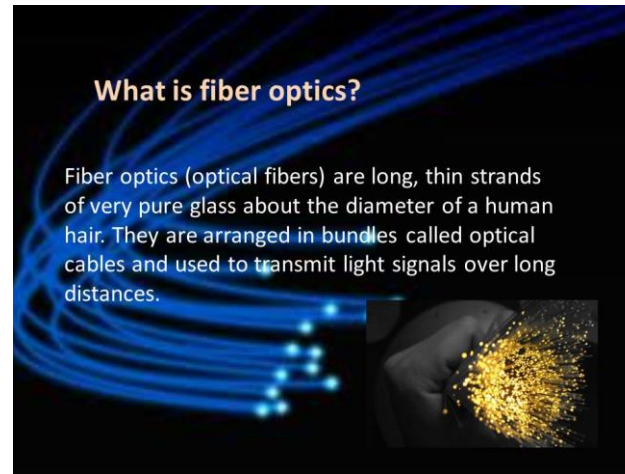
Job Title	Location	Salary	Closing Date	RightJob ID
Trainee Network Technician/Engineers -	Nationwide	£20,750 - £25,349	18/01/2019	<u>182350</u>
Radio Systems Engineer	Somerset	£31,000 - £36,400	19/01/2019	<u>243988</u>
Field Support Engineer	Cardiff	£30,000 - £40,000	21/01/2019	<u>244488</u>
Fibre Optic Installation Technician	Colchester, Braintree	£20,000 - £36,000	24/01/2019	<u>244848</u>
Fibre Optic Installation Technician	Stoke-on-Trent, Newcastle, Stafford	£20,000 - £24,000	24/01/2019	<u>244849</u>

Type of roles you will typically find in this industry

- Aerial rigging
- Equipment wirer and assembler
- Internal network construction
- International networks
- Mobile switching engineer
- Network planning
- Narrowband and wideband planning
- Radio base station engineer
- Radio frequency engineer
- Radio repair technician
- Satellite communications
- System production supervisor
- Customer Service
- Technical Help desk
- Retail Assistant
- Field operations, including:
 - Fibre-optic installation and configuration
 - Fibre-optic repair and renewal
 - 21CN network technician*
 - Installation and support technician
 - Customer support



Satellite communication path



Skills and Qualifications

- Each Service has its 'expert' telecoms staff in the specialist communications and electronics branches, although there may be other people serving who have considerable expertise and some who will have relevant degrees.
- Some people will also have specialised in telecoms and/or electronics as part of their career pattern. They are still likely to have a number of very transferrable and marketable skills, but these may need to be targeted in a particular area.
- Service leavers without the necessary technical background can still enter the industry, but this will probably be at a lower level. Their personal qualities are valued, as are the core skills they may bring, including map reading, first aid and even the ability to work at heights. Service Leavers may have experience or working in Telecommunications but not looking to work out in the field.
- Telecommunications knowledge and skills such as team leading, communication, project management, planning and organising can be transferred into frontline and customer facing roles such as Technical Helpdesk and Project Management.
- Those in the Forces can gain qualifications through their employment and personal development while they are serving. This will primarily be to do with the theory necessary to use equipment, its actual use, and how to pass on the knowledge to others. The academic background and the principles of certain equipment use will be highly relevant to future employment, so the aim should be to build up these qualifications, while those whose career path does not include such courses should look at day release, evening classes, open learning and the internet for opportunities to learn before they leave.
- It is important that you research by speaking with people working in the industry and discuss their entry requirements before embarking on qualifications. Many companies have their own specific training programmes, especially for engineers and qualifications may not be part of their requirements. Capability and skills such as mechanical and problem solving can be seen as more important

Key Skills

- Security skills
- Security and data protection will have one of the clearest and most immediate impacts for the skills of IT & Telecoms professionals.
- Business skills
- Increasingly Telecoms professionals must have core business skills. Creative, technical and entrepreneurial skills alone are not enough - as professionals need to manage lifecycles of product development, and solve real business issues.
- Analytical and research skills
- Analytics is a vital component of connection information and technology to business problems.
- Also regarded as being of key importance to employers, and possessed by Service leavers, are:
- Problem-solving skills
- Good oral communications
- Good team-working skills
- Time Management
- Flexible approach
- Ability to use own initiative
- Stress management
- Customer Service Skills



Training

CTP offer a variety of courses which link in with Telecommunications. Click to view



- [Domestic Electrical Installation Full Scope](#) 20 days
- [18th Edition Wiring Regulations](#) 5 days
- [Cisco Certified Network Associate \(CCNA\)](#) 10 days
- [APM Project Management \(PMQ\)](#) 10 days
- [PRINCE 2](#) 5 days
- [CompTIA A+](#) 10 days
- [CompTIA Network+ and Security+](#) 15 days
- [Managing Safely \(IOSH\)](#) 4 days

- There are several CTP Preferred Suppliers who also offer relevant training for this sector. For a full list please follow the link <https://www.ctp.org.uk/preferred-suppliers> to the list on the CTP website.
Courses to consider are:
 - Post Graduate Certificate in Wireless Communications with ubi- tech (3R) ltd <https://www.ubi-tech.co.uk/courses/post-graduate-certificate-wireless-communications/>
 - BTEC L4 - Certified Telecommunications Project Management (CTPM®)
 - C&G Level 2 - Communications Cabling and Networks
 - C&G Level 3 -Certificate in Designing and Planning Communications Networks
 - Level 3 Diploma BDUK Construction Engineer
 - Level 3 Diploma in Professional Competence for IT & Telecoms Professionals
 - City & Guilds 3667-02

Additional websites for telecom roles and news

- <http://www.theguardian.com/business/telecoms>
- <http://www.ft.com/companies/telecoms>
- <http://www.telecommunicationjobs.co.uk/>
- <http://www.jobsite.co.uk/jobs/telecommunications>
- <http://www.telecomsjobs.co.uk/>
- <http://www.jobisjob.co.uk/telecommunications/jobs>
- <http://www.telecomsjobs.co.uk/jobs/telecommunications>
- <http://jobs.dailymail.co.uk/jobs/telecommunications>
- <http://www.telecomjobsboard.co.uk/>
- <http://www.justengineers.net/>
- <http://www.icobus.com/>
- <http://www.cwjobs.co.uk/browse-it-jobs>

- **News**
- <http://telecoms.com/>
- <http://www.totaltele.com/>

Further information

- Communications Management Association, 1st Floor, Block D, North Star House, North Star Avenue, Swindon SN2 1FA Tel: 01793 417605
- Website: www.thecma.com
- Society of Cable Telecommunications Engineers (The Society for Broadband Professionals), Communications House, 41a Market Street, Watford, Hertfordshire WD18 0PN Tel: 01923 815500
- Website: www.scte.org.uk

