Telecommunications Sector Guide

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Content

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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 is the UK's leading recruiter of armed forces leavers and veterans. We have hundreds of career opportunities, in the UK and around the world – we have offices in over 180 countries.
- **Something for everyone**

- In the UK we're a leading communications services provider, selling products and services to
- consumers, small and medium sized enterprises and the public sector.
- We sell wholesale products and services to other communications providers. We also supply managed networked IT services to multinational corporations, domestic businesses, national and local governments.
- We employ over 80,000 people in the UK and Ireland.
- **Helping people locally**

- We work with local authorities, regional agencies and others, to develop next generation broadband solutions. These solutions bring benefits across the country to many communities, businesses and interest groups.
- We also actively support local and regional communities with programmes that help more people to benefit from new technology through our digital inclusion projects.
- **Ireland**

- In 2006 we integrated all our operations in the Republic of Ireland and Northern Ireland into one business. Our headquarters are in Belfast and Dublin and employ close to 3,000 people.
- **Did you know?**

- In the UK alone, we manage some 21 million customers and connect a broadband line every 10 seconds so that 12 million transactions can take place every single day.
- 18 of the top 20 high street financial organisations depend on our network to provide services to their customers. We process 80% of all UK credit card transactions – that's more than 400,000 per hour.
- We're the UK's biggest user of green energy. Almost half of our waste produce is recycled, and in the last ten years, we've cut our CO_2 emissions by 60%. Since 2001, Dow Jones has named BT the Sustainability Leader among the world's telecommunications companies for five years running.
- Innovation is in our DNA. Last year we registered around 300 new patents. That's the fourth highest number of patents with the European Patent Office of UK-based companies.

- Check this link for information on BT Security

- Click on this link to the CTP BT Employer focus page for latest jobs and information https://www.ctp.org.uk/job-finding/directory/bt

openreach

- Openreach, part of BT Group, looks after the local access network – the fibres, wires and cables that connect tens of millions of homes and businesses to phone, broadband, data and TV services. Openreach works on behalf of the nation's communications service providers (the companies that supply your phone/broadband) to keep the country connected.

  Openreach is currently building a multi-billion pound superfast fibre network which is transforming Britain's broadband speeds providing over 24 million premises with access to superfast fibre. In fact, our deployment is one of the fastest anywhere in the world.

  If you want to know more about Openreach, our role and responsibilities, please visit our homepage or take a look at our superfast fibre website.

- **Openreach Careers**

  We offer successful applicants:
- Exciting career opportunities and prospects
- A competitive salary and benefits
- Genuine career support, guidance and personal development
-

  With vacancies in most major towns and cities throughout the UK, we'll probably have the opportunity you want, where you want. However, some roles are only available in specific locations and due to the nature of the job you must live within a 45 minute radius of that location (or 60 minutes if you live in London).

- Click on this link to find information on Openreach and their latest jobs https://www.ctp.org.uk/job-finding/directory/openreach

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.. 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

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telent

 Telent a specialist in the effective operation of the UK's critical national infrastructure, operates in a host of industry sectors including rail, traffic, defence and public safety. The partner of choice for many organisations, including Highways England, Network Rail, Transport for London and BT, it helps deliver and support solutions and services to enable businesses to utilise all the technological tools available to them to thrive.

• Whether you are making a call, using the Internet, travelling by road, rail, bus or tube or even dialling 999, telent supports the technology that enables this to happen. Our employees work at the heart of national infrastructure holding networks together, keeping traffic flowing and in some cases, helping to save lives

 Please login to your right job CLICK HERE account and search for Telent to see the latest vacancies

FUJITSU

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.

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Contents

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. EE, part of the BT Group, runs the UK's biggest and fastest mobile network, offering 4G in more places than any other UK network. EE was first to launch 4G in the UK in October 2012, and also first to launch 5G in May 2019.EE have current employment opportunities such as Customer Advisers, Retail Assistants, and Managers, which can be found following this link:. https://jobs.ee.co.uk/

CityFibre is the UK's largest alternative provider of wholesale fibre network infrastructure and the builder of Gigabit Cities
With network projects in over 60 cities and construction underway to reach up to 8 million homes, CityFibre is future-proofing. Login to right job and search City Fibre to see vacancies.

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.
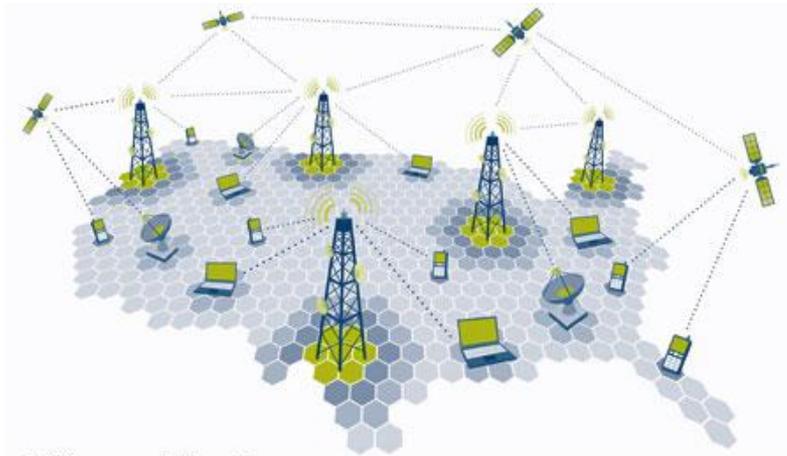
Selected vacancies

Job Title	Location	Salary	Closing Date	RightJob ID
Network Engineer	Farnborough	£35,000 - £55,000 per annum Bonus + Package	31/12/2023	551032
Network Engineer	Cheltenham	£35,000 - £55,000 per annum Bonus + Package	31/12/2023	543678
Network Field Engineer	South Wales, Gloucester, Cheltenham	£30,000 - £40,000	31/12/2023	563660
UK Network Engineer Apprenticeship	London, Newbury	£22,652 - £24,652	28/02/2024	572899
UK MES Network Engineering Apprentice	Birmingham, Gloucester, Swindon, Bristol, Reading, London, Manchester,	£22,652 - £24,652	28/02/2024	572908

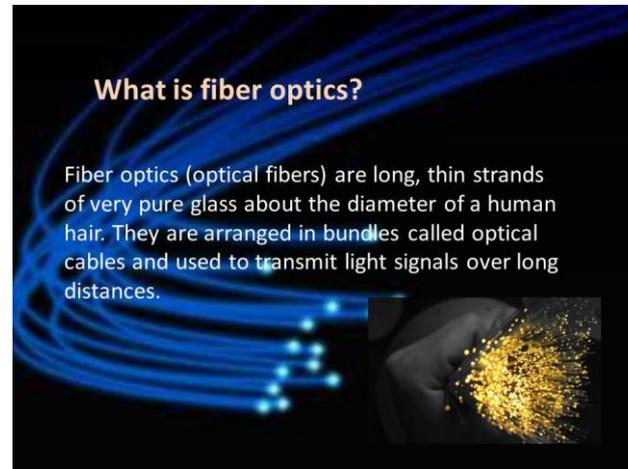**To view all vacancies in Telecommunications please login to your right job account CLICK HERE and then CLICK HERE all live telecommunications jobs will appear.**

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

What is fiber optics?

Fiber optics (optical fibers) are long, thin strands of very pure glass about the diameter of a human hair. They are arranged in bundles called optical cables and used to transmit light signals over long distances.

Satellite communication path

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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 and 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   10 days

- Prince 2 5 day course

- CompTIA A+ 10 days

- CompTIA Network+ and Security+ 15 days

- Managing Safely (IOSH) 4 days

- **To book via the CTP on our in house courses . Email:** coursebookings@ctp.org.uk**: Civ: 01252 954007**

Virtual classrooms becoming a Reality!
CTP have been working hard to ensure that Service leavers can access resettlement services in the safest possible way and we have introduced Virtual Classrooms for some of the above Vocational Training courses.

- There are several CTP Preferred Suppliers who also offer relevant training for this sector. For a full list please follow the link to the list on the CTP website. https://www.ctp.org.uk/preferred-suppliers you will be asked to login and the page will appear
   Courses to consider are:
- 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

Contents

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.jobisjob.co.uk/telecommunications/jobs
- http://jobs.dailymail.co.uk/jobs/telecommunications
- http://www.justengineers.net/
- http://www.icobus.com/
- http://www.cwjobs.co.uk/browse-it-jobs

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

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Further information

- Communications Management Association, 1st Floor, Block D, North Star House, North Star Avenue, Swindon SN2 1FA Tel: 01793 417605
- Website: https://www.bcs.org/membership/member-communities/communications-management-association-cma-specialist-group/
- 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

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