

This unit describes the performance outcomes, skills and knowledge required to effectively manage, program, monitor and rectify problems with telecommunications technology.

**Designed for:**

This unit applies to the administration of potentially complex customer contact telecommunications systems in a modern day customer contact environment. Competence in this unit requires effectively maintaining, troubleshooting, modifying and improving the functioning of telecommunications equipment; liaising with internal or external information technology support areas as necessary; and executing appropriate and accurate reporting.

This work may be undertaken by a specialist, team leader or manager, depending on the size and structure of the centre.

**Duration:**

1 day

**Elements of Competency and Performance Criteria****Reprogram telecommunications system software**

- Confirm details of request for system changes with relevant stakeholders
- Select appropriate reprogramming methods
- Implement reprogramming of telecommunications system
- Check and confirm outcome of reprogramming against initial request
- Promptly initiate any remedial action

**Produce telecommunications system reports**

- Confirm purpose and details of report type
- Generate system reports effectively and efficiently
- Modify system reports, where necessary, to meet stakeholder requirements
- Distribute reports to target audience in a timely manner
- Clarify and explain report details to target audience as required

**Manage telecommunications system faults**

- Identify system faults
- Select best repair options
- Escalate faults if necessary and in a timely manner
- Implement fault repair
- Monitor repair progress closely
- Select and implement contingency plans in accordance with procedures



Suite 10 / 11 Beach Street  
Port Melbourne Victoria 3207

+613 9676 9211 T  
+613 9676 2499 F

admin@learningverve.com.au E  
www.learningverve.com.au W

ACN 104 624 919  
ABN 62 104 624 919



NATIONALLY RECOGNISED  
TRAINING