|  |  |
| --- | --- |
|  | **ISP Voice and Data Skills List** |
| **Level** | Voice Specific |
| **1** | Pickup Groups – set up & change |
| **1** | Voice Mail Set-up |
| **1** | Update COS/COR |
| **1** | Understanding Switchboard Ports / Plids |
| **1** | Understanding switchboard topology |
| **1** | Knowledge of phone settings |
| **1** | Finding and removing diverts |
| **1** | Understanding switchboard features |
| **1** | Understanding IP phone setup |
|  | Data Specific |
| **1** | Order new & repair old data points |
| **1** | Replace faulty equipment |
| **1** | Working knowledge of network utilities e.g. ping/tracert/ipconfig |
| **1** | Understanding Data Network Topology (Basic) |
| **1** | Installation of patch cables and switches |
| **1** | Understanding different types of network devices |
| **1** | Cable types & connections (CAT5/Fibre, RJ45, ST, LC, ST, MTRJ) |
|  | Mixed Skills |
| **1** | Basic PC knowledge |
| **1** | Consumables ordering |
| **1** | Update records and documentation |
| **1** | Fault recognition & reporting |
| **1** | Cherwell Usage & Management |
|  |  |
| **Level** | Voice Specific |
| **2** | Perform swaps on same switch (simple) |
| **2** | Set-up new extension (VOIP and SX2000) |
| **2** | Set-up/change hunt group |
| **2** | Agent ID set-up |
| **2** | Ordering shifts / new phone lines |
| **2** | Identify/report system faults |
| **2** | Understand wiring terms |
| **2** | Set-up/change speed calls |
| **2** | Superset programming |
|  | Data Specific |
| **2** | Small department projects |
| **2** | Understand how to set-up routed remote sites |
| **2** | Identify data faults on switches |
| **2** | Configure Data Switches (Non Cisco) |
| **2** | Understanding data equipment terms |
| **2** | Understanding building fibre distribution |
| **2** | Understanding Data Network Topology (Full) |
| **2** | Understand Auto negotiate and duplex settings on network devices |
| **2** | Basic understanding of subnetting |
| **2** | Configure WiFi Devices  |
|  |  |
| **Level** | Mixed Skills |
| **2** | Create Documentation |
| **2** | Identify/Report system/complex faults |
| **2** | Understanding of Schedule 14 contracts |
|  |  |
| **Level** | Voice Specific |
| **3** | Perform swaps over systems |
| **3** | Perform swaps on same switch (complex) |
| **3** | ACD programming |
| **3** | Call rerouting |
| **3** | Call management reporting |
| **3** | Configure and understand Enterprise and Ops Manager |
| **3** | Understand and configure Contact Centre Software |
| **3** | Understand inter-switchboard links |
| **3** | Understand and configure using System Commands |
| **3** | Understand SMDR |
|  | Data Specific |
| **3** | Monitor WAN/LAN traffic at a packet capture level |
| **3** | Understand and configure Cisco network devices |
| **3** | Understand DNS/DHCP etc |
| **3** | Commission full office network |
| **3** | Configure Firewalls |
| **3** | Understand STP |
| **3** | Understand how to use VLANS and 802.1Q trunks |
| **3** | Understand WPA/WEP |
|  | Mixed skills |
| **3** | Supervise engineers |
| **3** | Run Training Courses 1-2-1 and/or group |
| **3** | Plan and implement upgrades |
| **3** | Customer advice/consultancy |
| **3** | Large Department projects |