Position Description

Title: Communications Trainee	**Reports to:** Senior Communication Technician & Service Coordinator
Incumbent:	**Responsible for:** Nil
Date revised: Sept 2022	
Purpose: To assist Senior Communications Technician	
Notes: This position requires a significant role responsibility in matters of personal judgement, discretion, confidentiality, integrity, initiative. The success of the role will be based and reviewed on successful demonstration of these attributes. **All tasks are to be completed in accordance with the iAssist policies, procedures, values and culture.**	

Role: Data Cabling, CCTV, AV, TV & Telecommunications	
Task	**Expected outcomes, measurements and control**
Preparation	• Assist with preparation of job both prior to going onsite and onsite including but not limited ensuring that all parts and tools are ready.
Installation	<u>*As Directed:*</u> • Install necessary hardware and cabling using the appropriate safety equipment and procedures efficiently and neatly • Liaise with the client onsite where necessary in a professional and friendly manner • Ensure that all tools, equipment and unused parts are stored neatly in van. • Abide by the provided scope of works as required.

Role: Administration	
Task	**Expected outcomes, measurements and control**
Reporting	• Accurate and timely recording of notes in jobs ensuring that all communications with clients, tasks completed and any relevant notes are entered. • Accurate and timely recording of parts used on a job including price and item code • Ensure that the Senior Technician and Service Coordinator is always kept informed of job overruns, outside scopes and timeframes on every job.

Our Vision   *iAssist: Real Solutions – Local People – Respected Australia wide*

Our Mission   *iAssist is committed to building professional relationships by giving exceptional, friendly service you can trust.*

iAssist Internal Culture	
Confidentiality	To treat all iAssist, co-worker and client data, information and systems entrusted to us with the highest degree of ethical standards.
Accountability	An iAssist team member is expected to take ownership and responsibility for their actions at all times.
Productivity	An iAssist team member must be able to manage their own time and resources in order to be efficient and effective. In turn the organisation will provide the environment and systems required to do so.
Teamwork	Each individual contributes and works together to achieve a common goal through effective communication, collaboration, support and encouragement.
Fun	Whilst maintaining a professional outlook and conduct, it is encouraged to have a laugh and joke within the team environment.
Reward and Recognition	We each acknowledge other team members and the contribution they make to the organisation.
iAssist Core Values	
Trust	Building relationships through confidence in our integrity, reliability and character.
Integrity	We uphold mutually beneficial moral and ethical values.
Care	We make it a priority to understand your concerns and take a personal interest. Your problems are our problems and our solutions are your solutions.
Knowledge	We are dedicated to remaining at the forefront in our field by continually advancing our skills and expertise.
Innovation	We partner with industry leaders to understand new technologies and methods in order to provide solutions that meet the unique needs of our clientele.
Commitment	We deliver a holistic solution by taking responsibility and managing each task to a resolution.

Name: _____

Signature: _____   Date: _____