



JOB PROFILE

Post Title:	Cable Landing Station Technician
Directorate:	Central Support Services
Responsible to:	Senior Technician
Responsible for:	N/A
Grade:	Grade D1 to E6 (Dependent upon Qualifications and Experience)

Job Purpose

The Cable Landing Station Technician will be responsible to the Senior Technician and Cable Landing Station Operational Manager for the operation, maintenance, and servicing of the submarine cable system equipment, which is located at St Helena Government Cable Landing station facility, which is based in Rupert's Bay.

The Cable Station Technician must also follow the processes and procedures as defined in the Joint System Maintenance Document (JSMD) for each system and handle issues efficiently by providing timely resolutions, workaround and status updates.

Main Duties and Responsibilities

1. Manage the submarine cable system power feed equipment (PFE), transmission equipment (SLTE), line monitoring equipment (LME) and network management system (NMS) maintenance (scheduled and non-scheduled) operations, and repairs under the procedures, which are defined with the JSMD or as directed by the submarine system Primary Network Operation Centre (PNOC) and Telecom Egypt's Network and Operation Centre (TNOC).
2. Coordinate in conjunction with the Senior Technician and Cable Landing Station Operational Manager all associated activities and obligations of submarine cable landing station, as agreed with the PNOC, TNOC and Google who are the submarine cable system owners.
3. Observe activities to ensure compliance with suppliers' operational procedures and SHG telecommunications regulations.
4. Act as the Second Level escalation point and handle all related submarine cable system network faults.
5. Support, proactively manage and monitor the submarine cable system network as directed by the PNOC and TNOC.



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6. Analyse and diagnose complex networking problems, identify issues, and faults in conjunction with the PNOC, TNOC and submarine cable system owners.
7. Liaise and task the PNOC and TNOC support personnel with managing and clearing both network and customer faults as required.
8. Liaise with the relevant off-shore and on-island agencies in regards to matters, which relates to building security, power, and heating and cooling.
9. Liaise with vendors when required to ensure the efficient operation of the cable system network.
10. Ensure compliance with the system cable system agreed regulatory obligations, which relates to matters such as site access, site visits, views of visitor logs, and preparation of reports.
11. Escalate where necessary both internally and externally any operational issues, which needs to be brought to the attention of the PNOC and TNOC, which will subsequently allow the St Helena Government (SHG) to meet its Service Level Obligation and Agreements.
12. Undertake global instructions as identified in the submarine cable system JSMD procedures.
13. Maintain proper documentation and case history within the service ticket database as required by the PNOC and TNOC.
14. Manage onsite equipment setup and operation, maintenance, and repair.
15. Reduce downtime of services by providing workarounds and alternatives.
16. Be available on site during normal business hours and available on a call out basis at all times, as stipulated in the Service and Capacity Level Service Agreements.
17. Take responsibility of your own development in order to keep job knowledge updated.

Special Conditions



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The post holder will be required to work outside of normal working hours to provide an on-call service to remediate faults as required by the PNO, TNO, the submarine cable system owners and those entities who are procuring capacity services from SHG.

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.

Core Competency Framework

Please refer to the Information Technology Competency Model:

Tiers 1, 2 and 3



PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
Qualifications:			
GCSE Mathematics and English Grade C or above.	E	√	
GCSE Double Science Grade C or above	E	√	
GCSE Physics Grade C or above	E	√	
GSE Electronics or Electricity Grade C or above	D	√	
HNC Electronics, Electricity and Engineering	D	√	
Knowledge & Experience:			
Experience on working with submarine cable equipment, such as PFE, monitoring equipment, optical add-drop multiplexer and Submarine Line Terminal Equipment	E	√	√
Knowledge of fibre cable handling and work experience on OTDR, COTDR, BER testers and fibre scopes.	E	√	√
Well developed analytical and problem-solving skills, with the ability to set priorities, recognise basis causes, and recommend problem solutions that meet the practical needs of the Cable Landing Station.	E	√	√
At least 3 years of telecoms operation of submarine cable and network management systems.	E	√	√
Demonstrate a strong background in transmission platforms builds.	E	√	√
At least 3 years of preventative maintenance and repair experience.	E	√	√
Skills and Abilities:			
Ability to work under severe pressure	E	√	√
Ability to work independently and resolve complex networking and transmission issues.	E	√	√
Detailed-oriented, with excellent organisation and clerical skills.	E	√	√
Strong technical background in the field of subsea marine technology.	E	√	√



PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
Ability to use logic and reasoning to identify the strength and weakness of the subsea cable system and associated systems.	E	√	√
In-depth understanding of how subsea marine cable and all respective components works	E	√	√
Ability to seek out vulnerabilities in the Cable Landing Station's networking and transmission infrastructure.	E	√	√
Meticulous attention to detail.	E	√	√
Ability to manage multiple responsibilities at any one time.	E	√	√
Other:			
Willingness to work flexibly. Out of hours work is a key prerequisite of the post.	E	√	√
Committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults.	E	√	√
Contribute to a positive working environment ensuring commitment to equality and diversity.	E	√	√
Class A Driving Licence	E	√	√

Our Values

FAIRNESS

We act as role models and have fair and consistent standards. We champion equality, inclusion, and respect.

INTEGRITY

We communicate openly and we are honest, accountable, and ethical.

TEAMWORK

We work together and we support each other.

Professional or Career Progression Cadre Competency Framework

Please refer to the Information Technology Competency Model:

Tiers 1, 2, 3 and 4.1