



VCS3020X Maintainer Course

(Level 0,1&2)

Target group Maintainers and system administrators	Location Customer site or Frequentis TEC (Vienna)
Language English (unless otherwise agreed)	Max. number of participants 6
Duration 5 days	Course ID AT0330

Participants will, through extensive practical exercises, learn how to perform scheduled and corrective system maintenance for VCS3020X up to level 2.

Course goals

Upon successful completion of this course, participants will be able to

- › identify and describe the system components and their functions
- › identify and rectify faults
- › use standard and project-specific functions for radio and telephone communication
- › maintain the telephone book
- › create missions and scenarios
- › adjust audio levels for lines
- › perform system administration tasks
- › set system parameters
- › run backup and restore procedures

Knowledge

It is assumed that participants

- › have a good understanding of written and spoken English
- › have good knowledge of air traffic control and telecommunication basics
- › have a good understanding of the line characteristics/protocols of the used telephone lines
- › have a good understanding of the line characteristics/protocols of the used radio lines

- › have a basic understanding of the topology of the local system environment
- › have a good understanding of IT routers and switches
- › have good knowledge of SIP/RTP/RTSP
- › have basic knowledge of Linux
- › have a good understanding of RAID configuration

Qualifications

The following qualifications are necessary:

- › English language level (CEFR): minimum B2
- › Cisco CCNA certification or equivalent experience and/or 5 years' engineering experience in IT and networking environments
- › Certified IP Telecom Network Specialist (CIPTS) certification or equivalent experience
- › Linux Foundation Certified Engineer (LFCE) or equivalent experience

Training agenda

Day 1	Welcome Health and safety Course documentation overview Introduction to the working environment System architecture and services OP overview OP hands-on practice System monitoring Conclusion
Day 2	Review Maintenance procedures System administration Conclusion
Day 3	Review System administration (cont.) Inspection processes and troubleshooting Conclusion
Day 4	Review Inspection processes and troubleshooting (cont.) Conclusion
Day 5	Case studies and best practices (instructor guided) Summary and review Student assessment Assessment feedback Student feedback Student certification Course closure

