**THE TECHNICAL DEPARTMENT** (*my host department*)

2.1 KEY FUNCTIONS/ACTIVITIES OF THE DEPARTMANT

* The technical department was my host department during my training at easy broadband
* It serves as the core department at the company
* The following are some of the functions of technical department;

1. *The technical department does the installation of the fiber internet.*
2. *It’s also responsible in expanding the network* 
   1. *I.e. running main cables in different apartments and indifferent areas or regions.*
3. *Responsible in supplying the fiber internet to the client’s homes and also in business areas* 
   * *It’s also the one responsible of maintaining the network (plugins fiber)*
   * *It’s also in charge or responsible of the equipment or tools used in the field i.e. its responsible in securing its own equipment’s.*
4. *Supplying customers forms or document to be filled by the clients after theinstallation.*
5. *It’s also in charge of managing the stores*
6. *In the field the technical department is in charge of ensuring that there is safety in the site/in public.*
7. *The department finally is also in charge of receiving and storing any new product in the company i.e. issuing and control; of store.*

**2.2 MAIN OBJECTIVES OF THE TRAINING**

The main objectives for the attachment exercise were as follows;

* To access the interests in the occupations i.e. technical
* To be acquainted with the expectations of working in a highly competitive environment.
* To get opportunity to apply the principles and techniques theoretically learned into real life problem solving situations.

1. Enable and strengthen linkages between University of Eldoret (UOE) and various organizations all over the country.
2. To make transition from school to the world of work smoothly and to enhance students contacts for job placements.
3. To be equipped with practical skills that may not be appreciated visualized or even taught in school like efficient on tasks, problem management etc.

**2.3 ASSIGNED ROUTINE DUTIES AT THE TECHNICAL DEPARTMENT**

The following were the duties I was assigned at the technical department of easy broadband they include;

1. Filling documents i.e. writing daily reports e.g. the job done in that specific day.
2. Issuing forms to clients and filing them together. The forms contained the following details

* Customer details to be filed by the customer himself or herself.
* Details to be filed by the company management.
* Terms and conditions in the back of the paper.

1. Running drop cables to clients (*installation)*
2. Splicing
3. I was also trusted with the office key I was opening the office in the morning and closing it in the evening.
4. I was assigned to buy products or pick them at certain places i.e. I was send to optace Nairobi (*at old mutual building at kimathistreat* ) to buy and pick splitter and OLT
5. Taking part in inspection of goods delivered.
6. Assisting in running main cable for expanding of the plugins fiber.
7. Maintaining cleanses of the office.

**EVALUATION OF THE ATTACHMENT REPORT PERIOD**

3.1 BENEFITS OF THE ATTACHMENT EXERCISE

In the respect with my objectives during the attachment training. The whole process has been all success and all my objectives were achieved as well.

I gained a lot of skills and knowledge during my attachment, I learned a lot of things which includes;

* How to arrange work and also how to write a job card which was signed by the CEO.
* I also learned lots of skills I could not acquire in school i.e. how to relate with work mates and also how to manage the office and the work itself.
* I was also able to acquire new theoretical skills about my field of study which are of high importance to my knowledge and understanding about technical.

3.1.1 ACHIEVEMENTS DURING THE ATTACHMENT EXERSICE

From my assigned duties and responsibilities I was able to achieve the following;

1. How to do inspection of goods.
2. I learned how to behave in an office, and also the dressing code i.e. do’s and don’ts.
3. I also learned how to run /install a drop cable.
4. How to deliver forms to customs.
5. Also I learned how to manage an office.
6. How to write a job card after a job is done
7. I also learned what I did not know about networking. I got to know and understand couple of things i.e. using optical tools.
8. How to handle a ladder in public i.e. public safety
9. How to keep records and file them.
10. How to crimp an RJ45 cat 5 and cat 6.

**3.1.2 THEORETICAL ACHIEVEMENTS AQUIRED**

Apart from gaining experience practically I gained some experience from theory work.

The following were learned;

1. The steps in fiber optic core splicing and preparation of various types of cables as used in fiber optics network.
2. The supplies manual of easy broadband
3. Purchase procedure.
4. The functions of a fiber optic splitter, Fiber optic splice tray (FOST) and a fiber optic splice closure(FOSC)
5. The process of installation.
6. Office etiquette i.e. cleanses and maintenance of the office**.**

**3.2 KNOWLEDGE AND SKILLS/ LEARNING EXPERIENCE AQUIRED**

My training exercise has helped me in analyzing my options and my situations.

During my attachment period I gained the following skills in different levels;

SOCIALLY

* *I have gained confidence in greater level through my interaction with the people of different classes and top officials.*
* *I have also gained interpersonal skills in a good manner.*

PERSONALLY

* *I personally I have gained knowledge about technical and also technical rule as I was mostly working in public, I have learned, on public safety is very important.*
* *Also team work is a core value towards achievement of any task or work given.*
* *Finally I acquired problem management skills.*

PROFESSIONALLY

* *Here I heard the opportunity to put into practice what I have been learning in the college like office etiquette in communication skills also communication process, When and how to give appropriate feedback to the receiver.*

**3.3 DISCUSSION ON GAINED EXPERIENCE AND SKILLS**

* One of the most important and obvious goals of attachment exercise is the acquisition of actual real world experience.
* Attachment gives an opportunity to learn firsthand experience that can’t be taught in class and helps us get practical translation of the theory taught.
* My training experience has aided me in analyzing my option and situation.
* The training has individual benefits i.e. brightening the employment chances of the students I the colleges.
* Through this attachment I have gained a good interpersonal skills *(skills acquired/gained while interaction with others)* through my interaction with CEO, supervisor, work colleges and finally the rests of the staffs.
* This has helped me gain courage to interact with people of different classes irrespective of their position.

**3.4 CHALLENGES ENCOUNTERED DURING THE TRAINING PERIOD**

My attachment training experience has been quite good although I faced dome challenges before and as I progressed with my training, though they dint bring me down or make me give up on my way.

Some challenges I faced they are included below:

**Financial challenge**

*During the training period of attachment, I had to spent money which I didn’t have, some I had to borrow from my relatives to cater for my lunch and my transport, i spend a lot of money*.

**insecurity**

*At some time I was getting homelate at night e.g. when we some time work was ending late evening. I had to risk and walk home on foot; I would say that God watched over me during my attachment period.*

**Inadequacy of daily work ticket.**

*Also during the training there is neither provision to pay interns nor any drafted allowances, packages allowed so as to ease expenses, during the training period and thus catering for the daily expense’s because a burden, as financing may not be adequate*.

When I was attached we were tiring cables on pole where i had to risk my life tiring cables near live wire, I would say it was risky because i have most of my knowledge in IT and not in power.

**3.5 HOW I COPE-UP WITH THE CHALLENGES**

Despite the challenges I faced, they gave me an experience and taught me more. I acquired skills in improving my confidence to relate with different categories of people.

The following are some ways I used in solving the challenges I faced;

1. I was able to cope with the limited time period I had and work tirelessly to see success in the training.
2. *Being proactive*

There being no much work, I engaged myself in other productive projects and activities relating my career which enabled me gain much experience.

1. My father aided in assisting me financially with other of my relatives to the success of my training.
2. Our lecture Mr. Brian of orthodox college of Africa used to give us words of motivation to keep up.
3. Other thing that made me overcome my challenges is self-awareness i was able to understand myself in different situation that made me cope up.
4. I also had confidence facing any challenges and overcoming it. I used to come up with an idea in my head on how to tackle certain problem and come up with a solution.