

## Specification of Competency Standards for ICT Operation and Support

### Unit of Competency

#### **Functional Area: System and Hardware Support**

Title	Provide support for different operating systems
Code	107894L2
Range	This unit of competency applies to IT support personnel. All IT users that use computing client devices need to operate one of the common operating systems (OS) to manage a variety of computer operations and sharing of computer resources on their computing device. When there are issues, IT support personnel are there to assist. These UOC concerns the basic skills required of these support personnel to assist users when they have problems with their OS. Although this UOC is mainly concerned with desktop/notebook OS but some of the skills may be applied to supporting OS of mobile devices.
Level	2
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"><li>1. Knowledge for providing support for different operating systems<ul style="list-style-type: none"><li>• Possess good troubleshooting skills of OS issues</li><li>• Possess basic knowledge of computing hardware, OS, applications and network equipment</li><li>• Understand the association between OS and the client device</li><li>• Able to plan work or follow organisation procedures and guidelines</li><li>• Good teamwork attitude, self-disciplined and resourceful when supporting OS issues</li></ul></li></ol>

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### Functional Area: System and Hardware Support

Competency	<p>2. Provide support for different operating systems</p> <ul style="list-style-type: none"><li>• Determine the type of OS that client device is using, such as:<ul style="list-style-type: none"><li>• Desktop</li><li>• Server</li><li>• Mobile OS</li></ul></li><li>• Familiar with functions and features of different types of OS, including but not limited to the following:<ul style="list-style-type: none"><li>• Managing hardware and software</li><li>• Resource management and monitoring</li><li>• Networking</li><li>• Security</li><li>• User management and access control</li></ul></li><li>• Support common OS functions, including but not limited to the following:<ul style="list-style-type: none"><li>• Install/upgrade OS</li><li>• Configure OS, such as network, device, security, shared resources, etc.</li><li>• Manage user accounts</li><li>• Perform optimisation/performance tuning</li><li>• Perform OS Settings</li></ul></li><li>• Perform updates in accordance to organisation guidelines, such as:<ul style="list-style-type: none"><li>• Test updates before installation</li><li>• Determine if the concerned update is permitted</li><li>• etc.</li></ul></li><li>• Use advanced or privileged commands to manage the OS or perform advanced support functions, such as:<ul style="list-style-type: none"><li>• Access or make changes to the registry or kernel</li><li>• Trace network settings</li><li>• Adjust security settings</li><li>• etc.</li></ul></li><li>• Consult colleagues or other sources to find solution, when OS having issues</li><li>• Keep full records and history of OS settings, configuration, updates, etc.</li></ul> <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"><li>• Apply industry best practices when supporting operating systems</li><li>• Follow organisation safety procedures when handling any hardware or equipment during the supporting of operating system process</li></ul>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"><li>• Be familiar with common OS features and able to differentiate features of server and client OS</li><li>• Use system commands to troubleshoot common OS issues or access OS privileged setting</li><li>• Follow the organisation guidelines and procedures to keep OS updated</li></ul>
Remark	