

Specification of Competency Standards for ICT Operation and Support

Unit of Competency

Functional Area: System and Hardware Support

Title	Provide help desk support
Code	107899L2
Range	This unit of competency applies to support personnel who are responsible for providing front line help desk support. This is the first point of contact (telephone or face to face) for users seeking technical assistance or information. The duties of support personnel include but not limited to the following: handle customers enquires, perform problem analysis, provide resolution for simple problems, and create "Trouble Tickets (TT)" or problem log to record reported problem and solution.
Level	2
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge to provide help desk support: <ul style="list-style-type: none"> • Possess good communication and interpersonal skills • Possess good troubleshooting skills and capable of providing systematic instructions for remote problem solving • Understand committed Service Level Agreement (SLA) standards • Possess basic knowledge of the organisation's problem escalation procedures and guidelines • Possess basic knowledge of the organisation computer hardware, Operating System (OS), applications and network equipment 2. Provide help desk support <ul style="list-style-type: none"> • Greet the user politely and patiently listen to their reported issues and symptoms • Use appropriate questioning techniques to determine where/what the issues lie, such as: OS, application software, hardware, network connection, Web access, etc. • Refer to history problem log to determine if similar problems and solutions exist • Formulate a solution for user • If instant rectification is possible: <ul style="list-style-type: none"> • Explain rectification procedure to the user • Step by step explain what action the user needs to perform, giving details of what user can see on their system screen and system messages, if any • If on premise support is deemed necessary, inform the user that the issue will be escalated to next level of support and provide an indication of when the user will be contacted • Confirm solution is acceptable with user • Perform the necessary documents and create a Trouble Ticket/problem report to record the supported event in accordance with the help desk support procedure. Where necessary, coordinate with other colleagues, such as requesting site engineers to visit the user 3. Exhibit professionalism <ul style="list-style-type: none"> • Possess customer service oriented attitude ensuring customer is satisfied with the services provided • Always keep customer informed of actions and status of the rectification process • Follow organisation safety procedures when performing troubleshooting and/or reification of equipment

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Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Communicate with users at the correct technical language level• Understand the user's issue, performing first level simple troubleshooting/analysis and satisfactorily provided a solution/explanation to the customer• Complete the "after event" procedures in accordance with the organisation's procedures and guidelines
Remark	