Specification of Competency Standards for ICT Operation and Support
Unit of Competency

Functional Area: System and Hardware Support

Title	Perform basic system administration
Code	107903L3
Range	This unit of competency applies to support personnel who follow a systematic procedure to perform regular system administration in an organisation. Basic system administration tasks include but not limited to setup, apply and record security access, installed and software licenses, perform system backup and archives, configure network and operating system settings, perform Operating System (OS) and application updates or patches, monitor available resources (disk, CPU, etc.), system boot and shutdown, etc.
Level	3
Credit	3
Competency	Performance Requirements 1. Knowledge to perform basic system administration: • Possess the knowledge of software license requirements and copy rights responsibilities • Possess good knowledge of system functionalities • Possess basic knowledge of the organisation's backup requirements and procedures • Possess good knowledge of the organisation's security requirements and procedures • Possess the knowledge to operate administration tools and understand logs and system messages • Understand the organisation's inventory and recording system • Possess good knowledge of system programming with scripting languages • Possess basic problem solving skills 2. Perform basic system administration • Organise and group all basic system administration tasks in order of priority, such as: daily, weekly, monthly, occasionally • Identify repetitive task that can be automated and use suitable tools or develop simple scripting programs to perform the tasks, such as moving standard file, auto shutdown or reboot, auto backup, start system scan and save reports, etc. • Schedule and perform manual administration tasks to completion • Verify the tasks have been completed satisfactorily. Investigate and resolve any problematic tasks and re-do the tasks. Investigate any unusual security activities and take appropriate action to secure the system • Follow the organisation guidelines and procedure to document all activities related to each system and record all required information such as licenses, configuration changes, applications installed/removed, last backup date, system patched details, user accounts created/removed, security updates, etc. 3. Exhibit professionalism • Follow the organisation procedures when performing system administration tasks • Follow the industry ethics and good practices for an administrator
Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Systematically completed system administration tasks conformed to organisation standards • Identify and automate repetitive tasks • Complete documents of activities and record system changes that conformed to the organisation's standards
Remark	