

Functional Area: Network Infrastructure & Operation (Operation / Support & Maintenance)

1. Title	Perform network equipment repairs
2. Code	ITCSNO317A
3. Range	This UoC includes repairing software or hardware equipment like telephony, switches (telephony or digital), transmission and wireless system equipment, routers, home media equipment, broadband modems, electronic equipment, multiplexors, concentrators, transceiving equipment, etc. Software repair implies software patch installation or configuration changes
4. Level	3
5. Credit	3
6. Competency	<p style="text-align: center;"><u>Performance Requirement</u></p> <p>6.1 Possess the knowledge in the subject area</p> <ul style="list-style-type: none"> • Comprehend work orders and problem reports • Comprehend the documentation related to the equipment • Comprehend and follow the operational instructions manuals • Experienced with the software application and its functions, if applicable • Be able to operate software tools, if applicable • Knowledgeable of health and safety procedures • Possess knowledge of radio frequency theory and associated hazards, if applicable • Experienced with planning repair process and setting up the environment for the repair work • Experienced with troubleshooting and testing of equipment <p>6.2 Perform network equipment repairs</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Identify the magnitude of the repair work either from problem analysis report (ref. ITCSNO417A) or work order • Plan a repair procedure, including how to determine and confirm the equipment is repaired • Identify resources required e.g. tools, parts and test equipment to be obtained. If equipment affects multi areas then coordination with appropriate parties will be needed • Perform the repair work. Routines are undertaken in accordance with manufacturer's documented instructions. For software correction it may require replacing or upgrading with software patch or performing reconfiguration of settings • Perform tests to ensure repaired equipment functions as per required specification. Ensure any software configuration is made to enable the equipment function in a normal manner • Perform reporting of completed work by recording all diagnostics and actions taken. Escalation may be needed or reported if the equipment is beyond repairing <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> • Follow safety procedures at every step during the repairing process • Ensure all repaired equipment are functioning to manufacturer's required specification
7. Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ol style="list-style-type: none"> i. determine the type of network equipment repair required and the related complexity ii. plan the repair tasks systematically which include repair verification and fallback procedure, particularly when software upgrade or reprogramming is required iii. perform the repair work as planned and verify the completion according to the plan and required operating specification
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