 Knowledgeable with health and safety procedures, government regulations, compliances, etc 6.2 Conduct initial problem analysis Be able to: Coordinate with appropriate parties to confirm work orders such as hotline support desk or supervisor to understand the reported issues/problems Choose an appropriate fault finding method and prepare suitable equipment to be used for network problem monitoring or identification such as logs, protocol analysers, etc Use various means to reproduce the reported symptoms and determine where the network issues lie i.e. software, hardware, network connection, network component, equipment configuration, switching, cable, etc Create a list of possible causes of issues/problems and order it in its likelihood Formulate a possible solution to the problem. Communicate with peers to confirm solution or seek additional help, if necessary Inform appropriate parties of progress and offer a solution Document the activities and any recommendation in accordance with the organisation standards and policy. Submit the report to appropriate stakeholders, such as customer service, supervisor, o peers to rectify the issue/problem etc 	1. Title	a: Network Infrastructure & Operation (Operation / Support & Maintenance) Conduct initial problem analysis
make a recommendation or provide an initial solution. This is usually the task of front line support technican or customer site engineer who performs an initial analysis of the reported problem. Escalation may be required if no solution can be offered. 4. Level 3 5. Credit 3 6. Competency 6.1 Possess the knowledge in the subject area 7. Credit 9 8. Competency 6.1 Possess the complex technical support structure and escalation procedures 9. Knowledgeable of the organisation's technical support structure and escalation procedures 9. Knowledgeable of the organisation's technical support structure and escalation procedures 9. Knowledgeable of the organisation's problem reporting standard 9. Experienced with problem troubleshooting and resolving skills 9. Experienced with problem romotor, etc. 9. Knowledgeable of the organisation's problem reporting standard 9. Knowledgeable of the organisation's problem reporting standard 9. Coordinate with appropriate parties to confirm work orders such as holline support desk or supervisor to understand the reported issues/problems 9. Chook an appropriate fault finding method and prepare suitable equipment to be used for network problem solution or seck additional kep, if necessary 9. Use various means to reproduce the reported symptoms and determine where the network issues lie i.e. software, network conclim. solution such and aprepare suitable equipment to be used for networ	2. Code	ITCSN0330A
5. Credit 3 6. Competency 6.1 Possess the knowledge in the subject area Knowledgeable of the organisation's service level commitments and follow work orders 6. The subject area Knowledgeable with a broad network technologies, network investment with the organisation's technical support structure and escalation procedures 7. Assessment Criteria Knowledgeable of the organisation's service level commitments and policy. Submit these policies and spectral in a standards 7. Assessment Criteria Case State 7. Assessment Criteria The integrated outcome requirements of this UoC are the abilities to: i. communicate effectively with customers and policy. Submit these policies ar standards 7. Assessment Criteria The integrated outcome requirements of this UoC are the abilities to: i. communicate effectively with customers and policy. Submit these policies ar standards 7. Assessment Criteria The integrated outcome requirements of this UoC are the abilities to: i. communicate effectively with customers and preperson cultures and any recommend and preperson of the organisation is understand the spolicies ar standards ii. formulate and recommend and preperson of the organisation in accordance within these policies ar standards	3. Range	make a recommendation or provide an initial solution. This is usually the task of front line support technician or customer site engineer who performs an initial analysis of the reported
6. Competency 6.1 Possess the knowledge in the subject area Performance Requirement 6. Competency 6.1 Possess the knowledge in the subject area Knowledgeable of the organisation's service level commitments and follow work orders Familiar with the organisation procedures Knowledgeable with a broad network technologies, network protocols, network more fragment to use of network took to perform problem analysis such as: cable tester, ping, netstat, traceroute, protocol analyser, frequency/spectrum monitor, etc. 6.2 Conduct initial problem analysis Be able to: 6.2 Conduct initial problem analysis Be able to: 6.2 Conduct initial problem analysis Be able to: Cocordinate with appropriate parties to confirm work orders such as hotline support desk or supervisor to understand the reported issues/problem monitoring or identification such as logs, protocol analysers, etc 6.2 Conduct initial problem analysis Cordinate with appropriate fault finding method and prepare suitable equipment to be used for network problem monitoring or identification such as logs, protocol analysers, etc 6.3 Exhibit Create a list of possible causes of issues/problems and odter rit in its likelihood 7. Assessment The integrated outcome requirements of his UoC are the abilities to: i. communicate effectively with customers and performed in accordance with the organisation standards and policy. Submit the report is astandards 7. Assessment The integrated outcome requirements of this UoC are the abilities to:	4. Level	3
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 6.2 Conduct initial problem analysis 6.2 Conduct initial problem analysis 6.2 Conduct initial problem analysis 6.3 Exhibit professionalism 7. Assessment Criteria 7. Ass		 6.1 Possess the knowledge in the subject area Knowledgeable of the organisation's service level commitments and follow work orders Familiar with the organisation's technical support structure and escalation procedures Knowledgeable with a broad network technologies, network protocols, network infrastructure, features and operating characteristics of network components Experienced with problem troubleshooting and resolving skills Experienced with the use of network tools to perform problem analysis such as: cable tester, ping, netstat, traceroute, protocol analyser, frequency/spectrum monitor, etc. Knowledgeable of the organisation's problem reporting standards Knowledgeable with health and safety procedures, government
professionalism standards • Exhibit good working relationship with peers 7. Assessment The integrated outcome requirements of this UoC are the abilities to: i. communicate effectively with customers and peers to understand the work orders or network problems they are experiencing ii. perform simple troubleshooting and problem analysis iii. formulate and recommend a suitable solution 		 6.2 Conduct initial problem analysis Be able to: Coordinate with appropriate parties to confirm work orders such as hotline support desk or supervisor to understand the reported issues/problems Choose an appropriate fault finding method and prepare suitable equipment to be used for network problem monitoring or identification such as logs, protocol analysers, etc Use various means to reproduce the reported symptoms and determine where the network issues lie i.e. software, hardware, network connection, network component, equipment configuration, switching, cable, etc Create a list of possible causes of issues/problems and order it in its likelihood Formulate a possible solution to the problem. Communicate with peers to confirm solution or seek additional help, if necessary Inform appropriate parties of progress and offer a solution Document the activities and any recommendation in accordance with the organisation standards and policy. Submit the report to appropriate stakeholders, such as customer service, supervisor, or
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Functional Area: Network Infrastructure & Operation (Operation / Support & Maintenance)