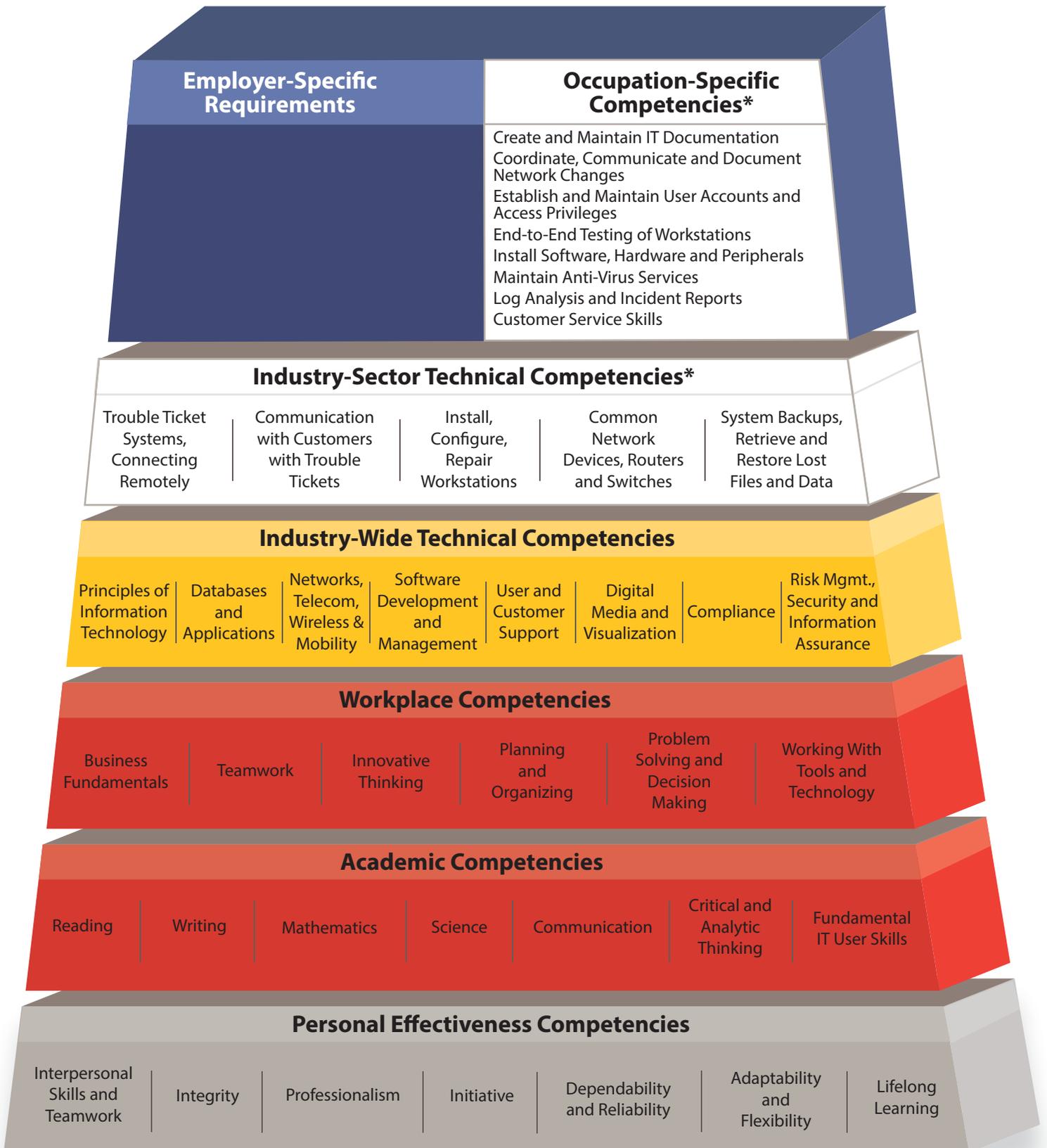


Minnesota Dual-Training Pipeline

Competency Model for Information Technology

Occupation: Service Desk/Front Line Support or Computer User Support Specialist



Based on: Information Technology Competency Model Employment and Training Administration, United States Department of Labor, September 2012.

* Pipeline recommends the Industry-Sector Technical Competencies as formal training opportunities (provided through related instruction) and the Occupation-Specific Competencies as on-the-job training opportunities.



Competency Model for Service Desk/Front Line Support or Computer User Support Specialist

Service Desk/Front Line Support or Computer User Support Specialist A computer user support specialist provides technical assistance to computer users. Answers questions or resolves computer problems for clients in person, via telephone or electronically. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems. Should have a mix of technical and customer service skills, and be passionate about technology and helping people.

Industry-Sector Technical Competencies

- Trouble Ticket Systems, Connecting Remotely – Knowledge how to use trouble ticket tracking systems and how to connect remotely to users computers.
- Communication with Customer and their Trouble Tickets– Understanding of providing proper communication with the customer and addressing the trouble tickets in a timely fashion.
- Install, Configure, Repair Workstations – Understanding of procedures to install, configure and repair individual workstations.
- Common Network Devices, Routers and Switches – Familiarity of common network devices, routers and switches and how to resolve technical issues with these components.
- System Backups, Retrieve and Restore Lost Files and Data – Knowledge of the importance of system backups and how to run them. Understanding of how to retrieve and restore lost files and data.

Occupation-Specific Competencies, typically address in on-the-job training

- Create and Maintain IT Documentation – Able to create and maintain documentation regarding customer issues, standard procedures and work processes.
- Coordinate, Communicate and Document Network Changes – Assist in coordinating, communicating and documenting network changes.

- Establish and Maintain User Accounts and Access Privileges – Demonstrate ability to enable and maintain/update user accounts and grant appropriate privileges.
- End-to-End Testing of Workstations – Ability to perform end-to-end testing to ensure that the components of an application function as expected. The entire application is tested in a real-world scenario such as communicating with the database, network, hardware and other applications.
- Install Software, Hardware and Peripherals – Install software, hardware and peripherals to specifications and confirm proper operation.
- Maintain Anti-Virus Services – Update anti-virus and firewall systems as required.
- Log Analysis and Incident Reports – Use proper documentation procedures to track system/station analysis and incident reports.
- Customer Service Skills – Practice good customer service skills by using professional communication techniques and technical expertise.

Service Desk/Front Line Support or Computer User Support Specialist Occupational Competency Training Plan

Related Instruction means an organized and systematic form of instruction designed to provide the apprentice with the knowledge of the theoretical and technical subjects related to the apprentice's trade of occupation, or industrial courses or, when of equivalent value, by correspondence, electronic media, or other forms or self-study approved by the commissioner.

	Course	Course Description	Credit/Non-Credit	Hours Spent on Competency
Trouble Ticket Systems/Connecting Remotely				
Communication with Customers with Trouble Tickets				
Install, Configure, Repair Workstations				
Common Network Devices, Routers and Switches				
System Backups, Retrieve and Restore Lost Files and Data				

On-The-Job Training is the work experience and instruction. Training experience need not be in the exact order as listed below.

	Trainer/Instructor	Name of person responsible for verifying competency mastery	Hours Spent on Competency
Create and Maintain IT Documentation			
Coordinate, Communicate and Document Network Changes			
Establish and Maintain User Accounts and Access Privileges			
End-to-End Testing of Workstations			
Install Software, Hardware and Peripherals			
Maintain Anti-Virus Services			
Log Analysis and Incident Reports			
Customer Service Skills			