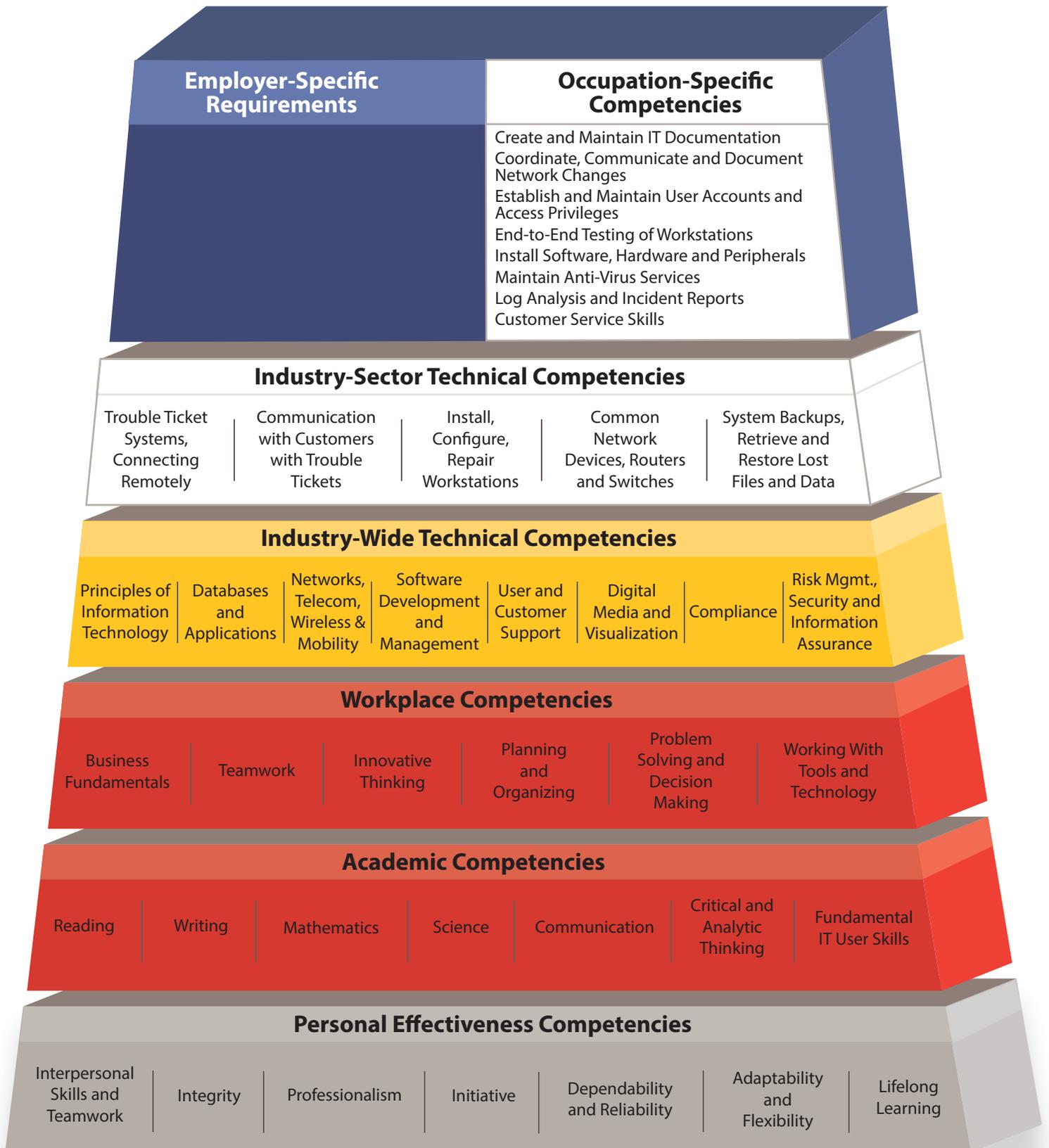


# PIPELINE Project

## 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.