Minnesota Dual-Training Pipeline
Competency Model for Information Technology
Occupation: Computer User Support Specialist

Employer-Specific Requirements

Occupation-Specific Competencies*
- 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
- Adult learning/teaching

Industry-Sector Technical Competencies*
- 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

Industry-Wide Technical Competencies
- Principles of information technology
- Databases and applications
- Networks, telecom, wireless & mobility
- Software development and management
- User and customer support
- Digital media and visualization
- Compliance
- Risk mgmt., security and information assurance

Workplace Competencies
- Business fundamentals
- Teamwork
- Innovative thinking
- Planning and organizing
- Problem solving and decision making
- Working with tools and technology

Academic Competencies
- Reading
- Writing
- Mathematics
- Science
- Communication
- Critical and analytic thinking
- Fundamental IT user skills

Personal Effectiveness Competencies
- Interpersonal skills and teamwork
- Integrity
- Professionalism
- Initiative
- Dependability and reliability
- Adaptability and flexibility
- Lifelong learning

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 Computer User Support Specialist

**Computer User Support Specialist** - A computer user support specialist provides technical assistance to computer users. They do this work by often answering questions or resolving computer problems for clients in person, via telephone or electronically. This person may also provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems. Computer user support specialists 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 of trouble ticket tracking systems and how to gain remote access in order to connect remotely to users’ computers.
- **Communication with customers with trouble tickets** – Understanding of how to provide proper communication with the customer in order to address their trouble tickets in a timely fashion.
- **Install, configure, repair workstations** – Understanding of the procedures to install, configure and repair individual workstations.
- **Common network devices, routers, and switches** – Know 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 primarily for PC’s.

**Occupation-Specific Competencies**

- **Create and maintain IT documentation** – Ability to create and maintain documentation regarding customer issues, standard procedures, and work processes.
- **Coordinate, communicate and document network changes** – Know how to assist in coordinating, communicating and documenting network changes if/when they occur.
- **Establish and maintain user accounts and access privileges** – Demonstrate ability to enable and maintain/update user accounts and grant appropriate privileges to particular users.
- **End-to-end testing of workstations** – Understand how to perform end-to-end testing to ensure that the components of an application function as expected. Be able to test in a real-world scenario such as communicating with the database, network, hardware, and other applications.
- **Install software, hardware, and peripherals** – Know how to 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** – Know how to use proper documentation procedures to track system/station analysis and incident reports.
- **Customer service skills** – Be able to practice good customer service skills by using professional communication techniques and technical expertise in order to address questions and concerns of the
customer.

- **Adult learning/teaching** – Understanding of how adults learn new skills, and how to teach them how to operate new IT items that they will be using, sometimes for the first time.

### Computer User Support Specialist 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.

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<thead>
<tr>
<th>Course</th>
<th>Course Description</th>
<th>Credit/Non-Credit</th>
<th>Hours Spent on Competency</th>
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**On-The-Job Training** is the work experience and instruction. Training experience need not be in the exact order as listed below.

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<tr>
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Updated December 2021