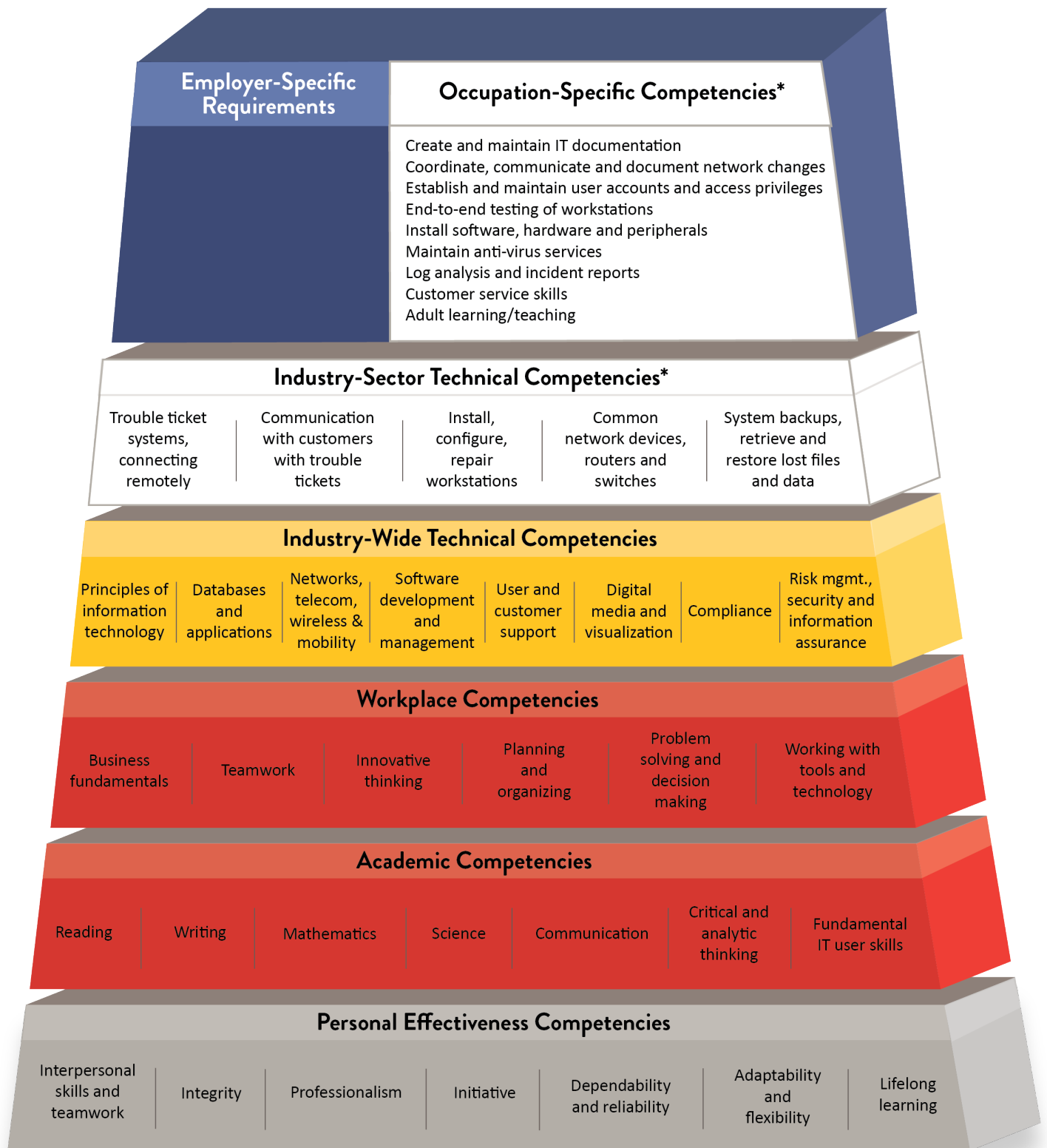


# Minnesota Dual-Training Pipeline

## Competency Model for Information Technology

### Occupation: 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 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

**Related Instruction** for dual training means the organized and systematic form of education resulting in the enhancement of skills and competencies related to the dual trainee's current or intended occupation.

- **Trouble ticket systems, connecting remotely** – Knowledge of trouble ticket tracking systems and how to gain remote access to connect remotely to users' computers.
- **Communication with customers with trouble tickets**– Understanding of how to provide proper communication with the customer 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

**On-the-Job Training (OJT)** is hands-on instruction completed at work to learn the core competencies necessary to succeed in an occupation. Common types of OJT include job shadowing, mentorship, cohort-based training, assignment-based project evaluation and discussion-based training.

- **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.

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