



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **ICA40211 Certificate IV in Information Technology Support**

**Release: 1**

## ICA40211 Certificate IV in Information Technology Support

### Modification History

Release	Comments
Release 1	This Qualification first released with <i>ICAll Information and Communications Technology Training Package version 1.0</i>

### Description

This qualification provides the skills and knowledge for an individual to be competent in supporting clients in a range of technical areas. The qualification has a strong information technology base of core units with the potential for inclusion of a range of broader industry-specific units in the areas of service desk, database, sustainability and network support to suit particular needs.

### Job roles

Possible job titles include:

- customer support
- database support
- help desk specialist
- network support technician
- PC support technician
- technical support - sustainability
- user support technician.

## **Pathways Information**

### **Pathways into the qualification**

Preferred pathways for candidates considering this qualification include:

- after achieving ICA30111 Certificate III in Information, Digital Media and Technology, or other relevant qualifications or units equivalent to the core of ICA30111

OR

- with demonstrated vocational experience in a range of support-related work environments in service desk support, database support, networking support or similar.

### **Pathways from the qualification**

ICA50311 Diploma of Information Technology Systems Administration, ICA50511 Diploma of Database Design and Development, or a range of other ICA11 Diploma qualifications.

## **Licensing/Regulatory Information**

There is no link between this qualification and licensing, legislative or regulatory requirements. However users should confirm requirements with the relevant federal, state or territory authority. There may be some alignment with industry standard certification competencies.

## **Entry Requirements**

There are no entry requirements for this qualification.

## Employability Skills Summary

*The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.*

Employability skill	Industry/enterprise requirements for this qualification
Communication	<ul style="list-style-type: none"><li>• analysing, evaluating and presenting information from a variety of sources</li><li>• documenting technical work in plain English</li><li>• writing and presenting material (briefs, reports, procedures and documents) to meet system, organisational and client business requirements</li></ul>
Teamwork	<ul style="list-style-type: none"><li>• working collaboratively with team members on small scale IT projects</li><li>• implementing safe and environmentally sustainable work practices</li></ul>
Problem-solving	<ul style="list-style-type: none"><li>• locating and troubleshooting equipment, system and software faults</li><li>• identifying, testing and resolving system and software faults</li></ul>
Initiative and enterprise	<ul style="list-style-type: none"><li>• recognising problems and responding to clients in a timely manner</li></ul>
Planning and organising	<ul style="list-style-type: none"><li>• preparing feasibility reports that take into account project scope, time, cost, quality, communications and risk management</li></ul>
Self-management	<ul style="list-style-type: none"><li>• taking responsibility for own outputs in relation to specified quality standards</li><li>• working according to the Australian Computer Society Code of Ethics regarding security, legal, moral and ethical issues</li></ul>
Learning	<ul style="list-style-type: none"><li>• maintaining knowledge of tools and software applications and the goods and services provided</li><li>• actively seeking client evaluation and feedback and making improvements</li><li>• providing one-to-one instruction to clients and users</li></ul>
Technology	<ul style="list-style-type: none"><li>• selecting and using software and hardware diagnostic tools, including for multimedia contexts and automated testing environments</li><li>• installing and configuring a small office or home office (SOHO) network</li><li>• building a database or a small wireless local area network</li></ul>

## Packaging Rules

**Total number of units = 22**

**8 core units *plus***

**14 elective units**

The elective units consist of:

- 5 from one of the following specialist elective groups:
  - Group A Database support
  - Group B Network communications
  - Group C Service desk
  - Group D Sustainability
- of the remaining units:
  - up to 9 may be from the specialist elective groups below or from Group E general elective units below
  - up to 4 may be from elsewhere in ICA11 or any other Training Package or accredited course at Certificate IV or Diploma level.

The elective units chosen must be relevant to the work outcome and meet local industry needs.

### Core units

BSBOHS402B Contribute to the implementation of the OHS consultation process

BSBSUS301A Implement and monitor environmentally sustainable work practices

ICAICT401A Determine and confirm client business requirements

ICAICT408A Create technical documentation

ICAICT418A Contribute to copyright, ethics and privacy in an IT environment

ICASAS307A Install, configure and secure a small office home office network

ICASAS410A Identify and resolve client IT problems

ICASAS412A Action change requests

### Elective units

#### *Specialist elective units*

#### **Group A Database support**

ICADBS402A Complete database backup and restore

ICADBS404A Identify and resolve common database performance problems

ICADBS409A Monitor and administer a database

ICADBS412A Build a database

ICAPRG425A Use structured query language

#### **Group B Network communications**

ICANWK401A Install and manage a server

ICANWK404A Install, operate and troubleshoot a small enterprise branch network

ICANWK405A Build a small wireless local area network

ICANWK406A Install, configure and test network security

ICANWK408A Configure a desktop environment

**Group C Service desk**

ICAICT421A Connect, maintain and configure hardware components  
ICASAS414A Evaluate system status  
ICASAS421A Support users and troubleshoot desktop applications  
ICASAS425A Configure and troubleshoot operating system software  
ICASAS426A Locate and troubleshoot IT equipment, system and software faults

**Group D Sustainability**

BSBSUS501A Develop workplace policy and procedures for sustainability  
ICTSUS4183A Install and test renewable energy system for ICT networks  
ICTSUS4184A Install and test power saving hardware  
ICTSUS4185A Install and test power management software  
ICTSUS4186A Install thin client applications for power over ethernet

**General elective units****Group E**

BSBCRT401A Articulate, present and debate ideas  
ICADBS401A Identify physical database requirements  
ICADBS403A Create basic databases  
ICAICT413A Relate to clients on a business level  
ICAICT415A Provide one-to-one instruction  
ICAICT417A Identify, evaluate and apply current industry-specific technologies to meet industry standards  
ICAICT422A Participate in IT services  
ICANWK409A Create scripts for networking  
ICANWK410A Install hardware to a network  
ICANWK411A Deploy software to networked computers  
ICAPMG401A Support small scale IT projects  
ICAPRG405A Automate processes  
ICASAD401A Develop and present feasibility reports  
ICASAS411A Assist with policy development for client support procedures  
ICASAS413A Manage resolution of system faults on a live system  
ICASAS416A Implement maintenance procedures  
ICASAS420A Provide first-level remote help-desk support  
ICASAS424A Support different operating systems  
ICASAS518A Install and upgrade operating systems  
ICAWEB415A Produce server-side script for dynamic web pages  
ICTCBL2136A Install, maintain and modify customer premises communications cabling:  
ACMA Restricted Rule  
ICTCBL2137A Install, maintain and modify customer premises communications cabling:  
ACMA Open Rule  
ICTCBL2139A Apply safe technical work practices for cabling registration  
ICTOPN4116A Use advanced optical test equipment  
ICTTEN4199A Install, configure and test a router

**Selecting elective units for different outcomes**

The following examples are designed to assist in the selection of appropriate electives for particular outcomes at this level, but are in no way prescriptive.

***Practical application plus technician***

Core units plus:

- BSBSUS301A Implement and monitor environmentally sustainable work practices
- ICASAS307A Install, configure and secure a small office home office network
- ICAICT421A Connect, maintain and configure hardware components
- ICASAS425A Configure and troubleshoot operating system software
- ICASAS426A Locate and troubleshoot IT equipment, system and software faults
- ICAICT401A Determine and confirm client business requirements

***Practical networking plus technician***

Core units plus:

- ICASAS307A Install, configure and secure a small office home office network
- ICANWK401A Install and manage a server
- ICANWK404A Install, operate and troubleshoot a small enterprise branch network
- ICANWK406A Install, configure and test network security

***Certified networking technician***

Core units plus:

- ICANWK404A Install, operate and troubleshoot a small enterprise branch network
- ICANWK405A Build a small wireless local area network
- ICTTEN4199A Install, configure and test a router