



Australian Government

Department of Education, Employment and Workplace Relations

ICASAS420A Provide first-level remote help-desk support

Release: 1

ICASAS420A Provide first-level remote help-desk support

Modification History

Version	Comments
ICASAS420A	This version first released with <i>ICA11 Information and Communications Technology Training Package version 1.0</i>

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to resolve first-level user support difficulties or change requests remotely.

Application of the Unit

This unit applies to experienced technical support personnel, such as help-desk supervisors, IT support technicians, and user support specialists who provide remote help-desk support to clients.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement but users should confirm requirements with the relevant federal, state or territory authority.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Element	Performance Criteria
<i>Elements describe the essential outcomes of a unit of competency.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</i>

Elements and Performance Criteria

<p>1. Determine the user support issue</p>	<p>1.1 Determine the eligibility status of the individual experiencing the <i>user support</i> difficulty against <i>organisational guidelines</i> for user support services</p> <p>1.2 Clarify the user support difficulty or change request with <i>client</i>, using active listening and questioning techniques where possible</p> <p>1.3 Confirm the nature of the user support difficulty or change request with client, using technical language that is understandable by the client</p>
<p>2. Identify the hardware or software being used by the customer or client</p>	<p>2.1 Identify the <i>software, hardware, network connection or application</i>, being used by the client</p> <p>2.2 Identify the outcome the client is trying to achieve and the stage of the process they have reached, using active listening and questioning techniques</p> <p>2.3 Step the client back to the beginning of the process using plain English</p> <p>2.4 Walk the client through the process in a clear and logical manner</p>
<p>3. Confirm resolution of user support issue</p>	<p>3.1 Determine, describe and eliminate factors that may have created the user support issue or permit it to recur</p> <p>3.2 Explain and guide the client through a complete recovery and resolution process for the issue or change request</p> <p>3.3 Provide sufficient instruction to the client to enable effective handling and resolution of the issue, if it recurs</p> <p>3.4 Offer next-level escalation or lodgement of change request, explaining cost involved, if user request not possible to resolve under current circumstances</p> <p>3.5 Document changes where appropriate</p>
<p>4. Maintain communication link</p>	<p>4.1 Confirm resolution of difficulty with client according to client service policy</p> <p>4.2 Confirm client satisfaction with the current service according to client service policy</p> <p>4.3 Inform client of additional support or services available, according to the organisation's client service policy</p> <p>4.4 Provide the client with additional information related to products and services offered by the organisation, as required by the organisation's sales promotion requirements</p> <p>4.5 Complete the client contact records according to the client</p>

	service requirements
--	----------------------

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- analytical skills to review client requirements and provide advice and support on findings
- communication skills to:
 - convey and clarify complex information
 - discuss product and service matters with potential customers
 - investigate and assess client needs
 - provide one-to-one instruction to client
 - provide service related to communicating about using systems for recording and accessing information
- literacy skills to:
 - document:
 - additional requirements
 - amount of technical support the client may require
 - solutions
 - support issues affecting the client
 - interpret user manuals, for the purpose of resolving client problems and guiding clients through manuals
 - develop reports
- technical skills to write macros and templates.

Required knowledge

- customer service policies
- escalation procedures in a clearly defined range of contexts
- OHS procedures related to the work environment and organisational requirements
- user support policies of limited complexity related to known or commonly-used options.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> • resolve first-level user support difficulties remotely • demonstrate customer-service skills • document problem resolution.
Context of and specific resources for assessment	<p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> • customer-service policies • user support policies • escalation procedures • communications hardware • appropriate learning and assessment support when required • modified equipment for people with special needs.
Method of assessment	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> • direct observation of candidate providing advice and support to clients • evaluation of candidate’s resolved call documentation • verbal or written questioning to determine candidate’s knowledge of: <ul style="list-style-type: none"> • client support procedures • help or service desk operation.
Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, where appropriate.</p> <p>Assessment processes and techniques must be culturally appropriate, and suitable to the communication skill level, language, literacy and numeracy capacity of the candidate and the work being performed.</p> <p>Indigenous people and other people from a non-English speaking background may need additional support.</p> <p>In cases where practical assessment is used it should be combined with targeted questioning to assess required</p>

	knowledge.
--	------------

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>User support</i> may include:	<ul style="list-style-type: none"> • customer contact centre by phone • email • other real-time support structures • real-time website support.
<i>Organisational guidelines</i> may include:	<ul style="list-style-type: none"> • communication methods • content of emails • dispute resolution • document procedures and templates • downloading information and accessing particular websites • financial control mechanisms • mobile equipment • opening mail with attachments • personal use of emails and internet access • virus risk.
<i>Client</i> may include:	<ul style="list-style-type: none"> • employee • external organisation • individual • internal department.
<i>Software</i> may include:	<ul style="list-style-type: none"> • commercial • customised • in-house • packaged.
<i>Hardware</i> may include:	<ul style="list-style-type: none"> • modems or other connectivity devices, including digital subscriber line (DSL) modems • networks • personal computers • remote sites • servers • wireless connections • workstations.
<i>Application</i> may include:	<ul style="list-style-type: none"> • data and voice integration • database programs • email programs

	<ul style="list-style-type: none">• internet browsers• spreadsheets• system browsers• word-processing.
--	---

Unit Sector(s)

Systems administration and support