



Australian Government

ICTSS00107 Introductory Help Desk Skill Set

Release 1

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Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 6.0.

Description

This skill set addresses the skills and knowledge required to perform routine Information and Communications Technology (ICT) support for a range of purposes required within an ICT context.

Pathways Information

The units provide credit towards ICT 30120 Certificate III in Information Technology and other qualifications that allow for selection of these units.

Licensing/Regulatory Information

No licensing, legislative or certification requirements apply to this skill set at the time of publication.

Skill Set Requirements

ICTICT219 Interact and resolve queries with ICT clients
ICTSAS210 Update and maintain hardware, software and documentation inventories
ICTSAS211 Develop solutions for basic ICT malfunctions and problems
ICTSAS213 Maintain ICT system integrity

Target Group

This skill is for individuals looking to enter the ICT industry who will provide routine help desk support.

Suggested words for Statement of Attainment

These units of competency from ICT Information and Communications Technology Training Packages meet industry requirements for applying routine maintenance and troubleshooting skills in ICT contexts.