Australian Government

ICTSS00177 System and Hardware Technician Skill Set

Release 1

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Modification History

Release	Comments
Release 1	This version first released with the Information and Communications Technology Training Package Version 8.0. Supersedes and is not equivalent to ICTSS00051 System and Hardware Plus Technician Skill Set.

Description

This skill set addresses the skills and knowledge required to administer technical support to a variety of systems and hardware.

Pathways Information

This skill set provides credit towards BSB40120 Certificate IV in Business, ICT30120 Certificate III in Information Technology, ICT40120 Certificate IV 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

BSBSUS411 Implement and monitor environmentally sustainable work practices

ICTICT429 Determine and confirm client business requirements

ICTICT445 Connect and configure devices and hardware components

ICTSAS310 Install, configure and secure a small office or home office network

ICTSAS445 Configure and troubleshoot operating system software

ICTSAS446 Fault find and troubleshoot ICT equipment, hardware and software problems

Target Group

This skill set is for individuals who work in ICT support roles, including computer system and hardware technicians, and other related roles, who are responsible for maintaining, configuring, troubleshooting and monitoring computer systems and hardware.

Suggested words for Statement of Attainment

These units of competency from the BSB Business Services and ICT Information and Communications Technology Training Packages meet competency requirements for skills in computer system and hardware support in a variety of workplace contexts.

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