Australian Government

ICTTEN433 Install configuration programs on PC based customer equipment

Release: 1

ICTTEN433 Install configuration programs on PC based customer equipment

Modification History

Release	Comments
Release 1	This version released with ICT Information and Communications Technology Training Package Version 5.0.

Application

This unit describes the skills and knowledge required to install software on customer equipment, including digital home integration, security, voice over internet protocol (VoIP), internet protocol television (IPTV), radio frequency identification (RFID), wireless networking and home automation.

It applies to field officers, technicians or technical supervisors working for telecommunications carriers, contractors or other service providers.

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

Unit Sector

Telecommunications – Telecommunications Network Engineering

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1 Prepare to install software	1.1 Arrange site access according to required procedures
	1.2 Determine type of customer equipment from installation plan to prepare software requirements
	1.3 Prepare equipment software configuration specifications to include enhancement/s in customer requirements and confirm with customer
	1.4 Notify customer of proposed software installation
	1.5 Confirm software compatibility with existing system as required

ELEMENT	PERFORMANCE CRITERIA
	1.6 Document job software specification
	1.7 Obtain logon and security protocols for system
2 Install program and provide secure remote access	2.1 Log on and configure customer specific data according to system specifications
	2.2 Install program, test features and system functionality to verify system operational performance according to work health and safety (WHS) regulations, manufacturer specifications and industry standards
	2.3 Develop and configure security arrangements and codes for remote access systems in consultation with customer
	2.4 Conduct tests to validate security arrangements
3 Undertake administrative tasks	3.1 Save and record configuration program and provide program back-up for contingency use by customer
	3.2 Complete administrative tasks and provide a copy of job specification to be securely stored on site according to enterprise policy
	3.3 Notify customer of job completion and obtain sign-off

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance, but not explicit in the performance criteria.

Skill	Description
Reading	• Recognises and interprets technical and enterprise policy documentation to determine job requirements
Writing	• Uses clear, specific and industry-related terminology to produce and update workplace documentation
Oral Communication	• Participates in an oral exchange with customers and technical staff on technical and operational matters
Numeracy	• Uses mathematical formulae to make calculations and take readings for necessary configuration changes
Navigate the world of work	• Takes personal responsibility for following explicit and implicit policies, procedures and legislative requirements relevant to own work context
Interact with others	• Selects and uses appropriate conventions and protocols when communicating with customers in a range of work contexts

Skill	Description
Get the work done	• Understands key principles and concepts underpinning design and operation of digital systems and tools, and applies these when troubleshooting existing technology and when seeking to understand the potential of new technology • Determines job priorities, resources and equipment, and works logically and systematically to arrange site access and arrange equipment deliveries • Implements actions according to a predetermined plan, making adjustments if necessary • Takes responsibility for routine decision-making by selecting from a range of predetermined options in routine situations, identifying and taking some situational factors into account • When dealing with complex issues, uses intuition to identify problems, switching to analytical processes to modify activities depending on operational contingencies

Unit Mapping Information

ICTTEN432 Identify requirements for customer telecommunications equipment supersedes and is equivalent to ICTTEN401 Identify requirements for customer telecommunications equipment.

Links

Companion Volume Implementation Guides are available from VETNet -
https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

PwC's Skills for Australia