



Australian Government

ICTSS00019 Technical Help Desk Support Skill Set

Release 2

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Modification History

| Release | Comments |
|-----------|--|
| Release 2 | New release of this skill set with <i>ICT10 Integrated Telecommunications Training Package version 2.0</i> . Unit ICAS303B replaced by unit ICASAS305A. |
| Release 1 | This skill set first released with <i>ICT10 Integrated Telecommunications Training Package version 1.0</i> . |

Description

Not Applicable

Pathways Information

This skill set provides credit towards ICT30210 Certificate III in Telecommunications.

Licensing/Regulatory Information

Not Applicable

Skill Set Requirements

ICASAS305A Provide IT advice to clients

ICTWOR3231A Resolve technical enquiries using multiple information systems

ICTWOR3232A Collect and analyse technical information

Target Group

This skill set is for experienced personnel in the provision of technical help desk to customers and access network contractors.

Suggested words for Statement of Attainment

These units of competency meet industry requirements for the provision of technical support of ICT networks.