



Australian Government

Department of Education, Employment and Workplace Relations

ICA40205 Certificate IV in Information Technology (Support)

Release: 1

ICA40205 Certificate IV in Information Technology (Support)

Modification History

Not Applicable

Description

Description

This qualification provides the skills and knowledge for an individual to be competent in a variety of information technology support roles including database administration. The qualification has a strong ICT base of 12 common core units with the potential for inclusion of a range of broader support, help desk and database units to suit particular needs.

The qualification replaces 3 Certificate IV in IT 'support' qualifications from ICA99 Version 3 and incorporates the database qualification from ICA99, specifically:

It has 2 specialist streams with direct relevance to workplace roles.

Database Administration Stream This stream develops skills in the administration of commercial database systems and could provide database support to an organisation. There are several vendor courses that could potentially relate to this qualification and this stream provides logical entry into the Diploma of Information Technology (Database Design and Development).

Help Desk Stream A person selecting this stream would acquire skills and knowledge to undertake technical, client or product support and help desk activities that require a level of ICT technical expertise. The stream develops skills in defining, diagnosing and rectifying users needs and problems related to the use of hardware and software and with selection of network oriented electives could support a networked environment. It is the logical pathway from the ICA05 Certificate III in IT, *Support* stream and could provide logical entry into the Diploma of Information Technology (Systems Administration).

Job Roles

Small to medium enterprises (SMEs) will find the outcomes of this qualification useful at a technical specialist support level. ICT support job roles apply across all industries.

Possible job titles include:

- Computer Technician
- Customer Support
- Customer Support Professional
- Data Administrator
- Database Administration Associate
- Database Administrator
- Help Desk
- Help Desk Analyst
- Help Desk Specialist
- ICT Support&System Service Engineer
- Information Centre Specialist
- Information Systems Administrator
- Information Systems Operator
- Network Support Technician
- PC Network Engineer
- PC Support
- PC Support Technician
- PC Systems Coordinator
- Product Support Engineer
- Systems Administrator
- Systems Engineer
- Systems Support

- Technical Support
- Technical Support Engineer
- Technical Support Representative
- Technical Support Specialist
- Technical Writer
- User Support Technician

Prerequisite Requirements

A number of units within this qualification have prerequisites. These are detailed as follows:

Code and Title		Prerequisite units required
ICAB4060B	Identify physical database requirements	ICAA4041C Determine and confirm client business expectations and needs
ICAB4136B	Use structured query language to create database structures and manipulate data	ICAB4225B Automate processes
ICAS4107B	Manage resolution of system faults on a live system	ICAS3024B Provide basic system administration
		ICAT3025B Run standard diagnostic tests
		ICAT4221B Locate equipment, system and software faults
ICAS4109B	Evaluate system status	ICAT3025B Run standard diagnostic tests
ICAS4114B	Implement maintenance procedures	ICAT3025B Run standard diagnostic tests
ICAS4125B	Monitor and administer a database	ICAS3024B Provide basic system administration

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Entry Requirements

The following units contain the basic fundamentals of ICT knowledge and skills for all qualifications at Certificate III in IT and above. These units or demonstrated equivalence are required for entry into this qualification:

- BSBCMN106A Follow workplace safety procedures
- ICAD2012B Design organisational documents using computing packages
- ICAU1128B Operate a personal computer
- ICAU2005B Operate computer hardware
- ICAU2006B Operate computing packages
- ICAU2013B Integrate commercial computing packages
- ICAU2231B Use computer operating system
- ICAW2001B Work effectively in an IT environment
- ICAW2002B Communicate in the workplace

Employability Skills Summary

Employability Skills Summary

ICA40205 Certificate IV in Information Technology (Support)

The following table contains a summary of the Employability Skills required for a Help Desk Support Officer. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry requirements for this qualification include:
Communication	<ul style="list-style-type: none"> consulting with end users and clients before, during and after development of services to determine their issues and ensuring that their needs are met interpreting technical manuals
Teamwork	<ul style="list-style-type: none"> working with clients to maintain security on computer networks and manage problems working with internal users and third party suppliers to determine and update service level agreements
Problem Solving	<ul style="list-style-type: none"> solving client computing problems which may be non-routine and unpredictable using discretion and judgement to interpret available information and solve problems
Initiative and Enterprise	<ul style="list-style-type: none"> developing new criteria and procedures for performing current practices identifying, analysing and evaluating information from a variety of sources
Planning and Organising	<ul style="list-style-type: none"> creating project plans to guide the development of systems methodologies

Employability Skill	Industry requirements for this qualification include:
	<ul style="list-style-type: none"> organising resources for providing one on one instruction to clients on technical issues planning the evaluation of system status taking into account time, environment, and internal and external issues
Self-management	<ul style="list-style-type: none"> taking responsibility for own output in relation to specified quality standards working within the Australian Computer Society code of ethics regarding security, legal, moral and ethical issues
Learning	<ul style="list-style-type: none"> maintaining knowledge of current industry accepted hardware and software products providing technical advice towards resolution of specified problems selecting, adapting and transferring skills and knowledge to new environments
Technology	<ul style="list-style-type: none"> selecting, sourcing and using appropriate software and tools based on analysis of technical needs

Packaging Rules

Qualification Structure

To attain the *ICA40205 Certificate IV in Information Technology (Support)* 22 units must be achieved (depending on the specialist stream chosen):

- 12 common core units; plus
- 6 specialist core stream units - Database Administration; or
- 6 specialist core stream units - Help Desk; plus
- 4 elective units

Achieve 12 Common Core Units

Common Core

BSBCMN304A	Contribute to personal skill development and learning
ICAA4041C	Determine and confirm client business expectations and needs
ICAB4225B	Automate processes
ICAD4043B	Develop and present a feasibility report
ICAD4217B	Create technical documentation
ICAS4022B	Determine and action client computing problems
ICAS4106B	Action and complete change requests
ICAS4113C	Identify and resolve common database performance problems
ICAS4114B	Implement maintenance procedures
ICAT4221B	Locate equipment, system and software faults
ICAW4214B	Maintain ethical conduct
PSPPM402B	Manage simple projects

Achieve All Core Units in 1 of the 2 Specialist Core Streams (Database Administration or Help Desk)**Specialist Core Stream - Database Administration (6 Units)**

- ICAB4060B Identify physical database requirements
- ICAB4136B Use structured query language to create database structures and manipulate data
- ICAS4107B Manage resolution of system faults on a live system
- ICAS4108B Complete database back-up and recovery
- ICAS4125B Monitor and administer a database
- ICAB4170B Build a database

Specialist Core Stream - Help Desk 6 Units)

- ICAS4023B Provide one-to-one instruction
- ICAS4033B Assist with policy development for client support procedures
- ICAS4109B Evaluate system status
- ICAS4134C Provide first-level remote help desk support
- ICAW4027B Relate to clients on a business level
- ICTCC121A Use an enterprise information system

Achieve 4 Elective Units Chosen from the Following Sources (Listed in Recommended Order)

the other ICA40205 specialist core stream not already selected; and/or

- elsewhere in the *ICA05 Information and Communications Technology Training Package* (at Certificate III [maximum 2 units], Certificate IV or Diploma); and/or
- the *BSB01 Business Services Training Package* (at Certificate IV or Diploma); and/or
- any other Training Package (up to maximum 2 units and at Certificate IV or Diploma) based on documented industry or enterprise needs
-