



Australian Government

Department of Education, Employment and Workplace Relations

ICAS4134C Provide first-level remote help desk support

Release: 1

ICAS4134C Provide first-level remote help desk support

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit defines the competency required to resolve first-level user support difficulties remotely. The following units are linked and form an appropriate cluster: • ICAS4022B Determine client computing problems and action • ICAS4107B Rectify system faults on a live system • ICAS4114B Implement maintenance procedures • ICAS4119B Monitor and administer systems security • ICAS4127B Support system software • ICAS4027B Relate to clients on a business level No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.
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Application of the Unit

Application of the unit	
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Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units		
	ICAS3031B	Provide advice to clients

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Determine the user support issue	1.1. Determine the eligibility status of the individual experiencing the user support difficulty against organisational guidelines for user support services 1.2. Clarify the user support difficulty or change request with client, using active listening and questioning techniques where possible 1.3. Confirm the nature of the user support difficulty or change request with client, using technical language that is understandable by the client
2. Identify the hardware or software being used by the customer/client	2.1. Identify the software, hardware, network connection or application, being used by the client 2.2. Identify the outcome the client is trying to achieve and the stage of the process they have reached, using active listening and questioning techniques 2.3. Step the client back to the beginning of the process using plain English 2.4. Walk the client through the process in a clear and logical manner
3. Confirm resolution of user support issue	3.1. Determine, describe and eliminate factors that may have created the user support issue or that may permit it to recur 3.2. 'Walk'/talk the client successfully through a complete recovery and resolution process for the issue or change request where required 3.3. Provide sufficient instruction to the client to enable effective handling and resolution of the issue, if it recurs 3.4. Offer the client the next level escalation of the process if a resolution or change request is not possible under current circumstances, and explain costs involved
4. Maintain communication link	4.1. Confirm resolution of difficulty with client in accordance with client service policy 4.2. Confirm client satisfaction with the current service in accordance with client service policy 4.3. Inform client of additional support or services available, in accordance with the organisation's client service policy 4.4. Provide the client with additional information related to products and services offered by the organisation, as required by the organisation's sales

ELEMENT	PERFORMANCE CRITERIA
	promotion requirements 4.5. Complete the <i>client</i> contact records in accordance with the <i>client</i> service requirements

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- Up-selling skills, with some discretion and judgement required
- Customer service skills in relation to communicating on product and service matters with potential customers
- Using systems for recording and accessing information
- Active listening skills for identifying client problems and identifying where in the process the problem has occurred
- Ability to interpret user manuals, for the purpose of resolving client problems and guiding clients through manuals

Required knowledge

- Customer service policies
- How to apply escalation procedures in a clearly defined range of contexts
- User support policies of limited complexity related to known or commonly-used options
- OH&S procedures related to the work environment and organisational requirements

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- Assessment must confirm the ability to successfully resolve first-level user support difficulties remotely, while demonstrating customer service skills.

To demonstrate competency in this unit the following resources will be needed:

- Customer service policies
- User support policies
- Escalation procedures
- Communications hardware (e.g. telephone hook-up) for dealing with clients remotely

Context of and specific resources for assessment

The operation of remote help desk support is an increasingly important aspect of service provision within an overall client support framework as even internal clients are often no longer co-located with technical support resources. In the interests of business efficiency, many vendor and commercial support resources have been located centrally and consequently are remote from their client base.

The rapid expansion of information technology into small businesses and domestic environments has also increased the importance of IT product and service providers providing effective and plain English first-level support and subsequent problem escalation options for an increasing diverse client base.

Clients of IT service providers are partners in the support process and the application of this competency requires some degree of client instruction to enable handling of subsequent and similar issues or to understand the need for escalation to higher order support.

EVIDENCE GUIDE

	This competency is sufficiently flexible to allow for creativity in support options in relation to the specialised needs of clients. The scope and complexity of knowledge and skills is dependent on the tasks undertaken as part of providing service support. The breadth, depth and complexity of knowledge and skills in this competency would cover a broad range of varied activities or application in a wider variety of contexts most of which are complex and non-routine. Leadership and guidance would be involved when organising activities of self and others as well as contributing to technical solutions of a non-routine or contingency nature. Assessment must ensure: • Performance of a broad range of skilled applications including the requirement to evaluate and analyse current practices, develop new criteria and procedures for performing current practices and provision of some leadership and guidance to others in the application and planning of the skills would be characteristic. • Applications may involve responsibility for, and limited organisation of, others.
Method of assessment	The purpose of this unit is to define the standard of performance to be achieved in the workplace. In undertaking training and assessment activities related to this unit, consideration should be given to the implementation of appropriate diversity and accessibility practices in order to accommodate people who may have special needs. Additional guidance on these and related matters is provided in ICA05 Section 1. • Competency in this unit should to be assessed using summative assessment to ensure consistency of

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	performance in a range of contexts. This unit can be assessed either in the workplace or in a simulated environment. However, simulated activities must closely reflect the workplace to enable full demonstration of competency. • Assessment will usually include observation of real or simulated work processes and procedures and/or performance in a project context as well as questioning on underpinning knowledge and skills. The questioning of team members, supervisors, subordinates, peers and clients where appropriate may provide valuable input to the assessment process.
Guidance information for assessment	The interdependence of units for assessment purposes may vary with the particular project or scenario. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • ICAS4022B Determine client computing problems and action • ICAS4107B Rectify system faults on a live system • ICAS4114B Implement maintenance procedures • ICAS4119B Monitor and administer systems security • ICAS4127B Support system software • ICAW4027B Relate to clients on a business level An individual demonstrating this competency would be able to: • Relate to client needs • Provide logical answers in line with policies and procedures • Take into consideration cultural needs • Manage time and priorities by quickly assessing the level of support needed and then directing the problem resolution accordingly • Determine level of priority of the help desk issue • Apply solutions to a variety of predictable end-user problems • Interpret available information and use appropriate interview techniques to request clarification where

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	needed • Maintain knowledge of industry products and services Additionally, an individual demonstrating this competency would be able to: • Demonstrate understanding of a broad knowledge base incorporating some theoretical concepts • Apply solutions to a defined range of unpredictable problems • Identify and apply skill and knowledge areas to a wide variety of contexts, with depth in some areas • Identify, analyse and evaluate information from a variety of sources • Take responsibility for own outputs in relation to specified quality standards • Take limited responsibility for the quantity and quality of the output of others
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Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.	
<i>User support</i> may include:	• customer contact centre by phone • email • real-time website support • other real-time support structures
<i>Organisational guidelines</i> may include but are not limited to:	• personal use of emails and internet access • mobile equipment • content of emails • downloading information and accessing particular websites • opening mail with attachments

RANGE STATEMENT	
	• virus risk • dispute resolution • document procedures and templates • communication methods • financial control mechanisms
Client may include but is not limited to:	• internal departments • external organisations • individual people • employees
Application may include:	• database programs • data and voice integration • word processors • email programs • internet browsers • system browsers • spreadsheets
Hardware may include but is not limited to:	• workstations • personal computers • modems or other connectivity devices • networks • wireless connections • DSL modems • remote sites • servers
Software may include but is not limited to:	• commercial, in-house, packaged or customised software

Unit Sector(s)

Unit sector	Support
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Co-requisite units

Co-requisite units	
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Co-requisite units		

Competency field

Competency field	
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