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# ICA40211 Certificate IV in Information Technology Support

**Release 2**

# ICA40211 Certificate IV in Information Technology Support

## Modification History

| Release | Comments |
|---------|----------|
| Release 2 | *This version first released with ICA11 Information and Communications Technology Training Package Version 2.*<br><br>Addition of two new units of competency to Elective Group E. |
| Release 1 | This Qualification first released with *ICA11 Information and Communications Technology Training Package version 1.0* |

## Description

This qualification provides the skills and knowledge for an individual to be competent in supporting clients in a range of technical areas. The qualification has a strong information technology base of core units with the potential for inclusion of a range of broader industry-specific units in the areas of service desk, database, sustainability and network support to suit particular needs.

### Job roles
Possible job titles relevant to this qualification include:

- customer support
- database support
- help desk specialist
- network support technician
- PC support technician
- technical support - sustainability
- user support technician.

# Pathways Information

*Pathways into the qualification*
Preferred pathways for candidates considering this qualification include:

- after achieving ICA30111 Certificate III in Information, Digital Media and Technology, or other relevant qualifications or units equivalent to the core of ICA30111

OR

- with demonstrated vocational experience in a range of support-related work environments in service desk support, database support, networking support or similar.

*Pathways from the qualification*
ICA50311 Diploma of Information Technology Systems Administration, ICA50511 Diploma of Database Design and Development, or a range of other ICA11 Diploma qualifications.

# Licensing/Regulatory Information

There is no link between this qualification and licensing, legislative or regulatory requirements. However users should confirm requirements with the relevant federal, state or territory authority. There may be some alignment with industry standard certification competencies.

# Entry Requirements

There are no entry requirements for this qualification.

# Employability Skills Summary

The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

| Employability skill | Industry/enterprise requirements for this qualification |
|---|---|
| Communication | • analysing, evaluating and presenting information from a variety of sources <br> • documenting technical work in plain English <br> • writing and presenting material (briefs, reports, procedures and documents) to meet system, organisational and client business requirements |
| Teamwork | • working collaboratively with team members on small scale IT projects <br> • implementing safe and environmentally sustainable work practices |
| Problem-solving | • locating and troubleshooting equipment, system and software faults <br> • identifying, testing and resolving system and software faults |
| Initiative and enterprise | • recognising problems and responding to clients in a timely manner |
| Planning and organising | • preparing feasibility reports that take into account project scope, time, cost, quality, communications and risk management |
| Self-management | • taking responsibility for own outputs in relation to specified quality standards <br> • working according to the Australian Computer Society Code of Ethics regarding security, legal, moral and ethical issues |
| Learning | • maintaining knowledge of tools and software applications and the goods and services provided <br> • actively seeking client evaluation and feedback and making improvements <br> • providing one-to-one instruction to clients and users |
| Technology | • selecting and using software and hardware diagnostic tools, including for multimedia contexts and automated testing environments <br> • installing and configuring a small office or home office (SOHO) network <br> • building a database or a small wireless local area network |

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# Packaging Rules

**Total number of units = 22**
**8 core units** plus
**14 elective units,** of which:

- 5 units must be from one of the following specialist elective groups:
    - Group A Database support
    - Group B Network communications
    - Group C Service desk
    - Group D Sustainability
- of the remaining units:
    - up to 9 units may be from the specialist elective groups below or from Group E general elective units
    - up to 4 units may be from elsewhere in ICA11 or any other Training Package or accredited course at Certificate III, IV or Diploma level.


The elective units chosen must be relevant to the work outcome and meet local industry needs.

**Core units**
BSBSUS301A Implement and monitor environmentally sustainable work practices
BSBWHS403A Contribute to implementing and maintaining WHS consultation and participation process
ICAICT401A Determine and confirm client business requirements
ICAICT408A Create technical documentation
ICAICT418A Contribute to copyright, ethics and privacy in an IT environment
ICASAS307A Install, configure and secure a small office home office network
ICASAS410A Identify and resolve client IT problems
ICASAS412A Action change requests

**Elective units**

**Specialist elective units**
**Group A Database support**
ICADBS402A Complete database backup and restore
ICADBS404A Identify and resolve common database performance problems
ICADBS409A Monitor and administer a database
ICADBS412A Build a database
ICAPRG425A Use structured query language

**Group B Network communications**
ICANWK401A Install and manage a server
ICANWK404A Install, operate and troubleshoot a small enterprise branch network
ICANWK405A Build a small wireless local area network
ICANWK406A Install, configure and test network security
ICANWK408A Configure a desktop environment

**Group C Service desk**

ICAICT421A Connect, maintain and configure hardware components

ICASAS414A Evaluate system status

ICASAS421A Support users and troubleshoot desktop applications

ICASAS425A Configure and troubleshoot operating system software

ICASAS426A Locate and troubleshoot IT equipment, system and software faults

**Group D Sustainability**

BSBSUS501A Develop workplace policy and procedures for sustainability

ICTSUS4183A Install and test renewable energy system for ICT networks

ICTSUS4184A Install and test power saving hardware

ICTSUS4185A Install and test power management software

ICTSUS4186A Install thin client applications for power over ethernet

**General elective units**

**Group E**

BSBCRT401A Articulate, present and debate ideas

ICADBS401A Identify physical database requirements

ICADBS403A Create basic databases

ICAICT413A Relate to clients on a business level

ICAICT415A Provide one-to-one instruction

ICAICT417A Identify, evaluate and apply current industry-specific technologies to meet industry standards

ICAICT422A Participate in IT services

ICAICT423A Select cloud storage strategies

ICANWK409A Create scripts for networking

ICANWK410A Install hardware to a network

ICANWK411A Deploy software to networked computers

ICANWK419A Identify and use current virtualisation technologies

ICAPMG401A Support small scale IT projects

ICAPRG405A Automate processes

ICASAD401A Develop and present feasibility reports

ICASAS411A Assist with policy development for client support procedures

ICASAS413A Manage resolution of system faults on a live system

ICASAS416A Implement maintenance procedures

ICASAS420A Provide first-level remote help-desk support

ICASAS424A Support different operating systems

ICASAS518A Install and upgrade operating systems

ICAWEB415A Produce server-side script for dynamic web pages

ICTCBL2136A Install, maintain and modify customer premises communications cabling: ACMA Restricted Rule

ICTCBL2137A Install, maintain and modify customer premises communications cabling: ACMA Open Rule

ICTCBL2139A Apply safe technical work practices for cabling registration

ICTOPN4116A Use advanced optical test equipment

ICTTEN4199A Install, configure and test a router

**Selecting elective units for different outcomes**

The following examples are designed to assist in the selection of appropriate electives for particular outcomes at this level, but are in no way prescriptive.

**Practical application plus technician**
Core units plus:
BSBSUS301A Implement and monitor environmentally sustainable work practices
ICASAS307A Install, configure and secure a small office home office network
ICAICT421A Connect, maintain and configure hardware components
ICASAS425A Configure and troubleshoot operating system software
ICASAS426A Locate and troubleshoot IT equipment, system and software faults
ICAICT401A Determine and confirm client business requirements

**Practical networking plus technician**
Core units plus:
ICASAS307A Install, configure and secure a small office home office network
ICANWK401A Install and manage a server
ICANWK404A Install, operate and troubleshoot a small enterprise branch network
ICANWK406A Install, configure and test network security

**Certified networking technician**
Core units plus:
ICANWK404A Install, operate and troubleshoot a small enterprise branch network
ICANWK405A Build a small wireless local area network
ICTTEN4199A Install, configure and test a router