



Australian Government

ICTSAS420 Provide first-level remote help desk support

Release: 1

ICTSAS420 Provide first-level remote help desk support

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to resolve first-level user support difficulties or change requests remotely.

It applies to experienced individuals who, while working under a level of supervision, have responsibility in a frontline technical support capacity to exercise discretion and judgement using appropriate knowledge to provide assistance and remote help desk support to clients.

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

Unit Sector

Systems administration and support

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
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	2.1 Identify the software, hardware, network connection or

ELEMENT	PERFORMANCE CRITERIA
or software being used by the customer or client	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 permit it to recur 3.2 Explain and guide the client through a complete recovery and resolution process for the issue or change request 3.3 Provide sufficient instruction to the client to enable effective handling and resolution of the issue, if it recurs 3.4 Offer next level escalation or lodgement of change request, explaining cost involved, if user request is not possible to resolve under current circumstances 3.5 Document changes where appropriate
4. Maintain communication link	4.1 Confirm resolution of difficulty with client according to client service policy 4.2 Confirm client satisfaction with the current service according to client service policy 4.3 Inform client of additional support or services available, according to 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 promotion requirements 4.5 Complete the client contact records according to the client service requirements

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
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Reading	1.1, 2.1	Interprets and analyses technical and non-technical information from a range of sources to determine requirements and complete necessary actions
Writing	3.5, 4.5	- Accurately records client information using required format, terminology and conventions - Uses concise language and correct spelling and grammar to clearly convey explicit information and actions taken
Oral Communication	1.1-1.3, 2.1-2.4, 3.1-3.4, 4.1-4.4	- Uses active questioning and listening techniques to convey and clarify information and confirm understanding - Conveys complex technical information using clear and concise language pitched to a level that the client understands
Numeracy	3.4, 3.5, 4.4	Uses mathematical equations to calculate costs and estimate time in providing client services and in determining required actions
Interact with others	1.2, 1.3, 2.2-2.4, 3.2-3.4, 4.1-4.4	Selects and uses appropriate conventions and protocols when communicating with clients in a range of work contexts
Get the work done	1.1-1.3, 2.1, 2.3, 2.4, 3.1-3.4, 4.1-4.5	- Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes - Applies analytical processes to resolve technical or conceptual problems - Uses main features and functions of digital tools to complete work tasks

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTSAS420 Provide first-level remote help desk support	ICASAS420A Provide first-level remote help desk support	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2>

Assessment Requirements for ICTSAS420 Provide first-level remote help desk support

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Performance Evidence

Evidence of the ability to:

- identify the user difficulty and support required
- resolve first-level user support difficulties remotely
- demonstrate customer service skills
- obtain client feedback and document problem resolution.

Note: Evidence must be provided for at least TWO organisations/clients.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe the key features of customer service policies and procedures
- identify and discuss the range of contexts where escalation procedures are required
- identify the work health and safety (WHS) procedures related to the work environment and organisational requirements
- describe user support policies of limited complexity related to known or commonly used options.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the system administration and support field of work and include access to special purpose tools, equipment, materials and industry software packages including:

- customer service policies
- user support policies
- escalation procedures

- communications hardware.

Assessors must satisfy NVR/AQTF assessor requirements.

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