



Australian Government

ICTSAS442 Provide first-level remote help desk support

Release: 1

ICTSAS442 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 6.0.

Application

This unit describes the skills and knowledge required to resolve first-level user support issues and change requests remotely for a range of Information and Communications Technology (ICT) systems.

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 required 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 eligibility status of individual experiencing user support difficulty against organisational guidelines 1.2 Clarify user support difficulty and change request with client 1.3 Confirm nature of user support difficulty and change request with client
2. Identify the ICT system being used by the client	2.1 Identify software, hardware, network connection and application being used by client 2.2 Identify expected client outcome and stage of issue resolution 2.3 Step client back to beginning of resolution process
3. Confirm resolution of user support issue	3.1 Determine, describe and eliminate factors that created user

ELEMENT	PERFORMANCE CRITERIA
and change request	support issue and permit it to recur 3.2 Explain and guide client through complete recovery and resolution process 3.3 Provide handling and resolution instructions to client 3.4 Escalate change request where required 3.5 Document changes where required
4. Finalise client support procedures	4.1 Confirm resolution of issue and obtain client satisfaction with client according to client service policy 4.2 Inform client of additional support and services available, according to the organisation's client service policy 4.3 Provide client with additional product and service information according to organisation's sales promotion requirements 4.4 Complete client contact records according to 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	DESCRIPTION
Reading	Interprets and analyses technical and non-technical information from a range of sources to determine requirements and complete required actions
Writing	Accurately records information and numerical data and prepares documentation using clear and accurate language to convey explicit information, requirements and recommendations
Oral Communication	- Articulates ideas and strategies using effective communication techniques and industry standard technical language intended for audience and environment - Explain the processes involved with resolving client problems in a logical manner, using plain English
Teamwork	Selects and uses required conventions and protocols when communicating with clients in a range of work contexts
Numeracy	Uses mathematical equations to calculate costs and estimate time in providing client services and in determining required actions
Self-management	Takes responsibility for planning, sequencing and prioritising

	tasks and own workload for efficiency and effective outcomes
Problem solving	• Applies analytical processes to resolve technical or conceptual problems
Technology	• Uses main features and functions of digital tools to complete work tasks

Unit Mapping Information

Supersedes and is equivalent to ICTSAS420 Provide first-level remote help desk support.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for ICTSAS442 Provide first-level remote help desk support

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- resolve one first-level user support issue of an ICT system and one first-level change request of a different ICT system, for two separate clients.

In the course of the above, the candidate must:

- identify nature of the user difficulty and determine required support
- identify ICT system being used by client, such as:
 - software
 - hardware
 - network connection
 - application
- resolve first-level user support difficulties remotely
- demonstrate customer service skills
- engage with the client using a range of communication skills, such as:
 - active listening
 - questioning
 - clear and concise language
 - logical, plain English
- obtain client feedback and document problem resolution.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- customer service policies and procedures
- contexts where escalation procedures are required

- organisational guidelines, including user support services
- work health and safety (WHS) procedures related to:
 - work environment
 - organisational requirements
- user support policies of limited complexity related to known or basic options.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- client issues and change requests
- remote helpdesk hardware and software
- communications hardware
- customer service policies
- user support policies
- escalation procedures.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

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