



Australian Government

ICTSAS443 Support operating system users and troubleshoot applications

Release: 1

ICTSAS443 Support operating system users and troubleshoot applications

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 support users who run operating systems (OS) in a corporate or home environment and to troubleshoot applications on a range of Information and Communications Technology (ICT) devices.

It applies to individuals who provide frontline support to users and apply technical and specialised knowledge to fault finding and problem solving.

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. Prepare to support OS users	1.1 Access OS according to organisational procedures 1.2 Determine support requirements with OS users 1.2 Analyse OS according to organisational procedures 1.3 Determine support capacity and refer to required personnel if outside scope of ability 1.4 Document intended OS support
2. Install, configure and troubleshoot applications and security	2.1 Install client application 2.2 Configure and customise client application within user environment and according to user specifications 2.3 Identify application problems and security issues

ELEMENT	PERFORMANCE CRITERIA
	2.4 Troubleshoot application according to organisational procedures 2.5 Troubleshoot security permission problems 2.6 Manage application security settings
3. Implement OS support procedures	3.1 Determine user OS issues and problems 3.2 Research solutions to user OS issues and problems 3.3 Recommend user OS solutions 3.4 Implement OS solutions according to organisational procedures 3.5 Resolve OS issues and problems according to organisational procedures
4. Finalise OS support and troubleshooting procedures	4.1 Confirm all OS system support procedures have been performed 4.2 Review implemented application changes and installations and OS support outcomes according to organisational procedures 4.3 Evaluate and report on support procedures

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	Researches and analyses complex 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	Confirms information and articulates ideas using effective communication techniques and industry standard technical language intended for audience and environment
Numeracy	Uses mathematical equations to calculate and compare numerical data to solve problems and determine required actions
Teamwork	Selects and uses required conventions and protocols when communicating with clients in a range of work contexts

SKILL	DESCRIPTION
Problem solving	• Applies analytical processes to resolve technical or conceptual problems
Self-management	• Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes
Technology	• Uses main features and functions of digital tools to complete work tasks

Unit Mapping Information

Supersedes and is equivalent to ICTSAS421 Support users and troubleshoot desktop applications.

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 ICTSAS443 Support operating system users and troubleshoot applications

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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:

- provide support to two different OS users, with different support requirements, on separate occasions
- install and troubleshoot applications on at least two different ICT devices.

In the course of the above, the candidate must:

- install, configure and troubleshoot applications
- manage security issues associated with OS and applications
- provide user support to users of OS
- customise computer applications
- anticipate and respond to a range of security incidents.

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:

- organisational procedures, including:
 - application troubleshooting
 - OS access and analysis
 - OS solution implementation
 - OS issues and problem resolution
- sources of OS patches
- OS and application security incidents
- typical systems and procedures of user support.

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:

- required OS installation storage and recovery software
- devices with application errors
- samples of operating system patches
- stand-alone or networked ICT device.

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

Links

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