



Australian Government

ICTSAS509 Provide client ICT support services

Release: 1

ICTSAS509 Provide client ICT support services

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 liaise with client users while providing information and communications technology (ICT) support.

It applies to individuals who apply high level technical and specialised knowledge in assisting users.

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. Identify support procedures	1.1 Identify support required by client 1.2 Review support-call documentation to identify client contact person 1.3 Review service level agreement (SLA) and appropriate procedures to determine action, and include escalation procedures 1.4 Verify support requirements with client contact
2. Undertake support	2.1 Provide support activity required by the client 2.2 Maintain communication with client contact throughout support activity by email, phone or other specific process 2.3 Document action taken for support activity

ELEMENT	PERFORMANCE CRITERIA
	2.4 Acknowledge protocol differences during support activity
3. Gather feedback	3.1 Submit resolution documentation to client contact 3.2 Contact client to determine satisfaction with support process 3.3 Conduct follow up action, as required

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
Reading	1.1-1.3	Analyses textual information and data to determine client support
Writing	1.4, 2.2-2.4, 3.1, 3.2	Uses clear and accurate language, and documentation formats appropriate to the task
Oral Communication	1.4, 2.2, 2.4, 3.2	Obtains information by listening and questioning, and participates in verbal exchanges of information and solutions using concise and clear language
Numeracy	1.3, 2.3, 3.1	Accurately interprets, analyses and documents numerical and technical system data
Navigate the world of work	1.3	Reviews the organisation's policies, procedures and adherence to legislative requirements in order to implement and manage change
Interact with others	1.4, 2.2	Uses a variety of relevant communication tools and strategies in building and maintaining effective working relationships
Get the work done	1.1, 1.3, 2.1, 3.3	- Accepts responsibility for planning and sequencing complex tasks and workload, negotiating key aspects with others and taking into account capabilities, efficiencies and effectiveness - Gathers and analyses data and seeks feedback to improve plans and processes - Addresses complex problems involving multiple variables, using formal analytical, lateral thinking techniques experience and knowledge to focus in on root causes

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICTSAS509 Provide client ICT support services	ICASAS509A Provide client IT support services	Updated to meet Standards for Training Packages. Minor edit to the competency title.	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 ICTSAS509 Provide client ICT support services

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Performance Evidence

Evidence of the ability to:

- undertake support services, including:
 - identifying support requirements and procedures
 - client contact
 - documenting support provided
 - liaise with user to obtain feedback
 - act on feedback as appropriate.

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

Knowledge Evidence

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

- describe the client business domain and importance of client contact
- compare and contrast the key features and capabilities of current industry accepted hardware and software products
- explain help desk and maintenance practices
- describe quality assurance practices relating to information and communications technology (ICT) support
- discuss the role of stakeholders and degree of stakeholder involvement
- evaluate current system functionality
- describe the structure and purpose of service level agreements (SLAs).

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 systems administration and support field of work, and include access to:

- special purpose tools, equipment and materials
- industry software packages
- SLAs
- escalation procedure/s
- documentation processes.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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