



Australian Government

ICTSS00092 Technical Help Desk Support Skill Set

Release 2

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Modification History

Release	Comments
Release 2	This version released with ICT Information and Communications Technology Training Package Version 7.0.
Release 1	This version released with ICT Information and Communications Technology Training Package Version 5.0.

Description

This skill set addresses the skills and knowledge required to provide information and communication technology (ICT) advice to customers and to resolve technical enquiries.

Pathways Information

This skill set provides credit towards ICT30519 Certificate III in Telecommunications Technology.

Licensing/Regulatory Information

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

Skill Set Requirements

ICTSAS305 Provide ICT advice to clients

ICTWOR306 Resolve technical enquiries using multiple information systems

ICTWOR308 Provide customer service to telecommunications customers

Target Group

This skill set is for Telecommunications Cablers who wish to provide help desk support.

Suggested words for Statement of Attainment

These units of competency meet industry requirements for help desk support roles.