



Australian Government

ICTSS00139 Systems Administration Support Skills for Introductory Roles Skill Set

Release 1

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Modification History

Release	Comments
Release 1	This version first released with the Information and Communications Technology Training Package Version 8.0. Newly created to serve as a stackable skill set that builds towards attaining <i>ICT40120 Certificate IV in Information Technology</i>. The units in this skill set comprise the mandatory units required for a specialisation in Systems administration support in <i>ICT40120 Certificate IV in Information Technology</i>.

Description

This skill set addresses the skills and knowledge required to connect, configure and implement technical components in simple systems in a range of introductory roles in information and communications technology (ICT) workplace contexts.

Pathways Information

The units provide credit towards ICT40120 Certificate IV in Information Technology and other qualifications that allow for selection of these units. The units in this skill set comprise the mandatory units required for a specialisation in systems administration support in ICT40120 Certificate IV in Information Technology. Users are advised to consult the skill set pathways section of the current version of ICT Companion Volume Implementation Guide to confirm the currency of this information and for further guidance.

Licensing/Regulatory Information

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

Skill Set Requirements

ICTICT445 Connect and configure devices and hardware components

ICTSAS436 Evaluate ICT system status

ICTSAS438 Implement maintenance procedures

ICTSAS441 Support ICT system software

ICTSAS442 Provide first-level remote help desk support

ICTSAS443 Support operating system users and troubleshoot applications

Target Group

This skill set is for individuals who work in system administration roles, including technical administrators, help desk technicians, and other related introductory roles, who are responsible for supporting administration activities to maintain ICT systems.

Suggested words for Statement of Attainment

These units of competency from the ICT Information and Communications Technology Training Package meet industry requirements for supporting system administration in introductory ICT contexts.