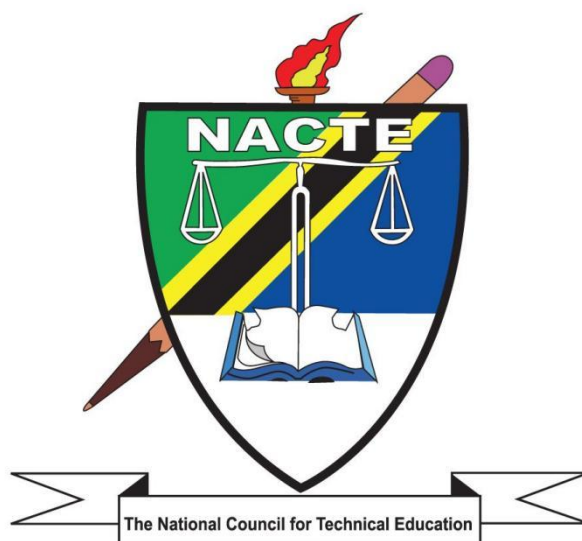


**NATIONAL COUNCIL FOR TECHNICAL EDUCATION**



**NOVEMBER 2022**

**PROPOSED OCCUPATIONAL STANDARDS**

**FOR IT TECHNOLOGISTS**

**LEVEL: NTA 4**

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## **FOREWORD**

The National Council for Technical Education (NACTE) is a corporate body established by the National Council for Technical Education Act, Cap.129. The Act provides a legal framework for the Council to coordinate the provision of technical education and training in Tanzania. The mandate of NACTE is three-fold, namely: Regulatory, Quality Assurance and Policy Advisory.

In discharging its mandate, the Council has been charged with the responsibilities, among others, to:

- (a) assist technical institutions in the transmission of knowledge, principles and training in the field of technical education and training for the benefit of the people of Tanzania;
- (b) assist technical institutions in the overall development of the quality of education they provide and to promote and to maintain approved academic standards;
- (c) establish and make awards in technical education which are consistent in standard and comparable to related awards in Tanzania and internationally;
- (d) ensure that the quality of education required for the awards is met and maintained throughout the duration of the delivery of the course.

In the course of execution of these responsibilities, the Council has been instituting various measures aiming at advancing the quality of training provided in technical institutions in respect of the changing demands of the labour market, both local and international.

To achieve the above obligation, NACTE, under the Ministry of Education, Science and Technology implemented the East Africa Skills for Transformation and Regional Integration Project (EASTRIP), a project aiming at promoting regional integration through supporting the regional corridors and sector markets, developing common standards and qualifications, and promoting mobility of students, faculty, and graduates. The project supports the Government of Tanzania to address shortage of skills in five sectors namely:

- (a) Energy;
- (b) Construction;
- (c) Information and Communication Technology (ICT);
- (d) Transportation;
- (e) Agri-business.

To address the skills, miss-match and shortage in the five (5) sectors in the country, the project funded, among others, a component of Development of Occupational Standards for Technical and Vocational Education and Training (TVET). In this regard, NACTE invited

qualified and highly experienced experts from China and Tanzania to carry out the development of Occupational Standards. The exercise was carried out from May to November 2022.

Since Occupational Standards are statements of work performance reflecting the ability to successfully complete the functions required in an occupation, as well as the application of knowledge, skills, attitudes and understanding in an occupation, it is the Council's expectations that the developed standards will form a robust base for decision making and provide explicit guidance to policy makers, curriculum developers, educators, employers and other stakeholders in matters related to manpower planning as well as execution of Technical and Vocational Education and Training undertakings.

Prof. J. W. Kondoro

**Chairman**

Dar es Salaam

**November 2022**

## **ACKNOWLEDGEMENT**

The National Council for Technical Education (NACTE) is charged with the mandate to be the Quality Assurance organ of the Government in matters related to Technical and Vocational Education and Training (TVET) and production of qualified manpower for both local and international labour markets. In order to realize this obligation, NACTE endeavours to institute policies, guidelines and standards and to set the quality benchmarks for training institutions.

However, this is only possible if there is a strong base, linking the training institutions on one hand and the demands of the industry/labour market for relevant manpower on the other hand. Therefore, the Council undertook a step to develop Occupational Standards in sectors considered to be the engine to steer the country's desire to achieve an industrial economy. This exercise would not be a success without the input and support from our stakeholders. I am indebted to acknowledge some of them here.

I wish to acknowledge and appreciate the support from the Ministry of Education, Science and Technology through the East Africa Skills for Transformation and Regional Integration Project (EASTRIP) for the financial support which facilitated the preparation of this document. I also wish to appreciate Ms. Leah Lukindo and Eng. Dr. Simon Baregu for the tireless efforts and commitment in facilitating and guiding the standards development process, Ms. Eileen Tzamburakis and Ms. Chausiku Yakweli Ibrahim for compiling and type setting the final document; and the NACTE Secretariat for coordinating the whole exercise.

At the same time, the Council hoped to further enhance the internationalization level of Occupational Standards and promote the modernization and internationalization of industries, so as to promote Tanzania's integration with the international market and expand its development potential. Therefore, the Council invited the China-Africa Vocational Education Alliance and the China-Africa (Chongqing) Vocational Education Alliance to cooperate with Chinese vocational colleges, together with experts from the Tanzanian industry and universities, to jointly develop, revise, and review documents of Occupational Standards, for providing assistance for the development of vocational education and related industries in Tanzania based on the experts' rich experience in occupational education, and relying on China's advanced and complete industrial chain and position in the international market.

Therefore, I would like to extend my sincere gratitude to this team of wonderful experts for their hard work, dedication and their wisdom and experience in the preparation of this document. I would like to recognise the inputs of the following institutions and experts:

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Dr. A. B. Rutayuga  
**Executive Secretary**

Dar es Salaam  
**November 2022**

## **ABBREVIATIONS**

<b>ICT</b>	Information and Communication Technology
<b>NATCE</b>	National Council for Technical Education
<b>NOS</b>	National Occupational Standards
<b>OS</b>	Occupational Standards
<b>TET</b>	Technical Education and Training
<b>TVET</b>	Technical and Vocational Education and Training

## GLOSSARY OF TERMS

<b>Circumstantial Knowledge:</b>	Detailed knowledge, which allows the decision-making in regard to different circumstances and cross-cutting issues
<b>Competence:</b>	The ability to use knowledge, understanding, practical and thinking skills to perform effectively to the workplace standards required in employment.
<b>Competency:</b>	A description of the ability one possesses when able to perform a given occupational task effectively and efficiently.
<b>Competency-Based Education:</b>	An instructional program that derives its content from validated tasks and bases assessment on the learner's performance
<b>Curriculum:</b>	A description or composite of statements about "what is to be learned" by the trainee/student in a particular instructional programme; a product that states the "intended learning outcomes".
<b>Educational/Training Programme:</b>	The complete curriculum and instruction (what and how) that is designed to prepare a person for employment in a job or other particular performance situation.
<b>Occupation:</b>	A specific position requiring the performance of specific tasks - essentially the same tasks are performed by all employees having the same title. (Example: baker)
<b>Occupational Analysis:</b>	A process used to identify the tasks that are important to employees in any given occupation
<b>Occupational Area:</b>	This is a broad grouping of related jobs. Example: food service
<b>Occupational Competence:</b>	The application of knowledge and skills to perform consistently to the standards required in the work context.
<b>Occupational Standards:</b>	Specific requirements of competences people are expected to demonstrate in a particular occupational area, including knowledge and relevant attitudes. They also act as performance tools for the assessment of the pre-scribed outcomes.
<b>Performance Criteria:</b>	It indicates the expected end results or outcomes in the form of evaluative statements.

<b>Skills:</b>	The ability to perform occupational tasks with a high degree of proficiency within a given occupation. Skill is conceived of as a composite of three completely interdependent components: cognitive, affective, and psychomotor.
<b>Standards:</b>	It is a set of statements, which if proven true under working conditions, means that an individual is meeting an expected level and type of performance.
<b>Task Analysis:</b>	The process of analyzing each task to determine the steps, related knowledge, attitudes, performance standards, tools and materials needed, and safety concerns required of employees performing it.
<b>Tasks:</b>	A work activity that has a definite beginning and ending, is observable or measurable, consists of two or more definite steps, and leads to a product, service, or decision.
<b>Underpinning Knowledge:</b>	This is crucial knowledge that an individual must acquire in order to demonstrate competences that are associated with performing a given task.
<b>Verification Process:</b>	The process of having engineers review and confirm the importance of the task (competency) statements identified through occupational analysis. Other questions, such as the degree of task learning difficulty are also frequently asked. This process is also sometimes referred to as validation.

## **1.0. INTRODUCTION**

Technical Education and Training (TET) is one of the most important education sub-sectors in Tanzania, responsible for developing a skilled workforce to support the country's industrialization economic agenda. Tanzania's *Development Vision 2025* intends to raise the country's economy to a middle-income status. This requires a skilled workforce that is aligned with the needs of the public and private sectors of the economy. The National Council for Technical Education has begun the job of drafting Occupational Standards that will eventually be adopted as National Occupational Standards for TET in order to ensure that it meets the needs of the labour market and the country's economic agenda.

National Occupational Standards (NOS) are performance criteria that are matched with labour market demands. Each National Occupational Standard describes functions, performance standards, and knowledge/understanding of one important function or task. They are useful tools for establishing job roles, personnel recruiting, supervision, and appraisal, as well as TET standards. They're also helpful for benchmarking and harmonizing qualifications on a national and international level. Occupational Standards, in general, provide a solid framework for high-quality TET that is labour market-relevant, current and consistent in delivery across all public and private institutions.

However, it must be noted that, Occupational Standards and Training standards/qualifications standards are different. Occupational standards are defined in terms of activities performed by a person in a selected occupation (e.g., an electrical engineer designs electrical wiring circuits, performs troubleshooting in electrical wiring, etc.) and they are usually defined by employers following procedures agreed upon by all stakeholders. Education and training standards are developed from the activities defined in occupational standards, and they include learning objectives to ensure that the necessary skills and knowledge are developed by a person to enable him or her to function at an agreed level in an occupation. Education and Training standards are used to define curricula in training institutions. It is however critical that there must be a direct link between the occupational standards and the training standards to respond to demands of the labour market.

In TET delivery, Tanzania adopted the Competency-based Education and Training (CBET) approach. The CBET approach focuses on providing learners with the skills and knowledge required to meet the occupational standards. Occupational standards are thus the starting point for developing Competency-based Education and Training (CBET) programs.

TET institutions will be required to benchmark their curricula with relevant occupational standards.

Occupational Standards are developed based on a given occupation's current and future demands. As a result, they serve as a means of bridging the gap between the worlds of employment and technical education and training (TET).

The IT Technologist Occupation has its own set of occupational standards. The document explains how the occupational standards were developed, as well as the scope, the occupational profile in the form of DACUM charts, and the Occupational Standards.

## **2.0. OCCUPATIONAL STANDARD DEVELOPMENT PROCESS**

The occupational standards development process began with an examination of major documents that guide Tanzanian skill development. The *10-year National Skills Development Strategy (2016-2026)* was one of the documents reviewed, and it outlined six (6) economic sectors that should be prioritized when developing skills development programmes.

These sectors include: Transport and logistics, Tourism and Hospitality, Agribusiness, Construction, Energy and ICT. NACTE labour market reports were also used in the literature review to determine the skills demand in the Tanzanian labour market as a whole.

After the literature review, a workshop comprised of engineer practitioners and educators with substantial knowledge and experience in the occupation conducted an occupational analysis utilizing the DACUM approach to produce the occupational profile. The analysis resulted in DACUM Charts, which are attached as **Appendix 1** to this document.

The occupational standards were then developed. Engineers in Occupational Analysis and the Development of Occupational Standards facilitated the workshop. Interviews, online surveys, and a stakeholder forum were used to verify and validate the occupational standards. Engineers, supervisory technologists on the job, and experienced IT Technologists were key informants in the survey to discover occupational trends. This information was used to gain insight from the workplaces regarding trends and changes in the profession, including how well graduates are prepared for working in the occupation. A total of ..... online surveys were completed by engineers from the labour market across the country. Apart from the survey aiding in defining the scope of the occupational analysis, they served to engage a wide cross-section of engineers in the occupation. The stakeholders' forum was attended by ..... participants from different parts of the country representing various companies.

### **3.0. THE SCOPE AND OVERVIEW OF THE OCCUPATIONAL STANDARDS FOR IT TECHNOLOGISTS**

These standards cover a broad range of duties and tasks that can be performed by an IT Technologist. However, the occupational standards are not meant to replace individual job descriptions, they are to be used for guidance in defining skill levels and knowledge for the IT Technologist in specific settings or positions. The IT Technologist may perform tasks in a number of key areas of the occupational standards, but not necessarily in all areas. For example, in large operations other individuals may be employed or designated to perform specific tasks.

An IT Technologist orchestrates the technological efficiency of an organization, including managing computer performance, communications, and networking. IT Technologists also work on managing software and hardware technologies, project management, business analysis, IT governance and work with external partners, including vendors, consultants, and agencies, to keep up with system integration. They must always keep up with the latest advancements in technology, as being well-informed of these advancements is essential to the on-going development of the business. These Occupational Standards cover the following main duties for an IT Technologist:

1. Collect, summarize and analyze information and data and prepare analysis reports for decision-making reference.
2. Select and use ICT terminals.
3. Install and configure ICT terminals.
4. Test ICT terminals.
5. Repair ICT terminals.
6. Maintain ICT devices.
7. Assemble and maintain computers.
8. Use routers and routing techniques.
9. Implement project integrated cabling.
10. Accept and deliver operations.
11. Daily management.
12. Set up and manage LANs.
13. Use network operating systems.
14. Repair and maintain office equipment.
15. Manage ICT device assets.

16. Manage servers.
17. Access and supervise WANs.
18. Maintain network security.
19. Basic coding.

These Occupational Standards have been clustered into NTA qualification levels, i.e. NTA levels 4, 5, and 6.

#### **4.0. VALIDITY PERIOD**

These Occupational Standards will be valid for 3-5 years due to the fast-changing nature of technology. The review will proceed in the same manner as the previous one, with new occupational standards being developed based on current labour market information.

## **5.0 OCCUPATIONAL STANDARDS**

### **5.1 OCCUPATIONAL STANDARDS FOR IT TECHNOLOGISTS - NTA 4**

<b>OCCUPATION</b>	IT TECHNOLOGIST	<b>OCCUPATION CODE</b>	
<b>DUTY TITLE</b>	COLLECT, SUMMARIZE AND ANALYZE INFORMATION AND DATA AND PREPARE ANALYSIS REPORTS FOR DECISION-MAKING REFERENCE (PRIMARY-LEVEL)	<b>DUTY NO.</b>	401
<b>TASK TITLE</b>	CREATE AND OPEN TEXT DOCUMENTS	<b>TASK NO.</b>	4011
<b>PERFORMANCE CRITERIA</b>	The person performing this task must be able to create and open text documents as per industry standards and national ICT governance guidelines.		
<b>RANGE STATEMENT</b>	<p>This task can be performed in an office environment or on a client site.  The following equipment and tools should be available:</p> <ol style="list-style-type: none"> <li>1. Computer;</li> <li>2. Common office equipment;</li> <li>3. Relevant software tools;</li> <li>4. Related guides.</li> </ol> <p>This person shall work under minimum supervision.</p>		
<b>EVIDENCE REQUIREMENTS</b>			
<b>PRACTICAL PERFORMANCE</b>		<b>UNDERPINNING KNOWLEDGE</b>	
<p>The person performing this task must be able to do the following:</p> <ol style="list-style-type: none"> <li>1. Collect, summarize and analyze information and data;</li> <li>2. Prepare analysis reports for decision-making reference;</li> <li>3. Use the computer office software;</li> <li>4. Observe health and safety precautions at work;</li> <li>5. Clean workplace;</li> <li>6. Store tools.</li> </ol>		<p>Detailed knowledge about:</p> <p><b>1.0. Methods</b>  The person must be able to explain how to:</p> <ol style="list-style-type: none"> <li>1.1. Create text documents;</li> <li>1.2. Open text documents;</li> </ol> <p><b>2.0. Principles:</b>  The person must be able to explain the principles of:</p> <ol style="list-style-type: none"> <li>2.1. Specifications for use of computer text editing software.</li> </ol> <p><b>3.0. Theories:</b>  The person must be able to explain:</p> <ol style="list-style-type: none"> <li>3.1. Application of computer office software;</li> <li>3.2. Editing specifications for information and data.</li> </ol> <p><b>4.0. Essential skills:</b></p> <ol style="list-style-type: none"> <li>4.1. Problem solving skills;</li> <li>4.2. Communication skills;</li> <li>4.3. Report writing skills;</li> <li>4.4. Analytical skills;</li> <li>4.5. Interpersonal skills;</li> <li>4.6. Teamwork skills.</li> </ol> <p><b>5.0. Mathematical skills</b></p> <ol style="list-style-type: none"> <li>5.1. Algebra.</li> </ol>	
<b>DESCRIPTION OF END PRODUCTS/SERVICE</b>		Text documents can be created and opened as per industry standards and national ICT guidelines.	
<b>CIRCUMSTANTIAL KNOWLEDGE</b>		<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. Knowledge of computer operating system;</li> <li>2. Knowledge of computer office software.</li> </ol>	

<b>OCCUPATION</b>	IT TECHNOLOGIST	<b>OCCUPATION CODE</b>	
<b>DUTY TITLE</b>	COLLECT, SUMMARIZE AND ANALYZE INFORMATION AND DATA AND PREPARE ANALYSIS REPORTS FOR DECISION-MAKING REFERENCE (PRIMARY-LEVEL)	<b>DUTY NO.</b>	401
<b>TASK TITLE</b>	EDIT, TYPESET, SAVE AND PRINT TEXT DOCUMENTS	<b>TASK NO.</b>	4012
<b>PERFORMANCE CRITERIA</b>	The person performing this task must be able to edit, typeset, save and print text documents as per industry standards and national ICT governance guidelines.		
<b>RANGE STATEMENT</b>	<p>This task can be performed in an office environment or on a client site.  The following equipment and tools should be available:</p> <ol style="list-style-type: none"> <li>1. Computer;</li> <li>2. Common office equipment;</li> <li>3. Relevant software tools;</li> <li>4. Related guides.</li> </ol> <p>This person shall work under minimum supervision.</p>		
<b>EVIDENCE REQUIREMENTS</b>			
<b>PRACTICAL PERFORMANCE</b>		<b>UNDERPINNING KNOWLEDGE</b>	
<p>The person performing this task must be able to do the following:</p> <ol style="list-style-type: none"> <li>1. Collect, summarize and analyze information and data;</li> <li>2. Prepare analysis reports for decision-making reference;</li> <li>3. Use the computer office software;</li> <li>4. Observe health and safety precautions at work;</li> <li>5. Clean workplace;</li> <li>6. Store tools.</li> </ol>		<p>Detailed knowledge about:</p> <p><b>1.0. Methods</b>  The person must be able to explain how to:</p> <ol style="list-style-type: none"> <li>1.1. Edit, and typeset text documents;</li> <li>1.2. Save and print text documents.</li> </ol> <p><b>2.0. Principles:</b>  The person must be able to explain the principles of:</p> <ol style="list-style-type: none"> <li>2.1. Specifications for use of computer text editing software.</li> </ol> <p><b>3.0. Theories:</b>  The person must be able to explain:</p> <ol style="list-style-type: none"> <li>3.1. Application of computer office software;</li> <li>3.2. Editing specifications for information and data.</li> </ol> <p><b>4.0. Essential skills:</b></p> <ol style="list-style-type: none"> <li>4.1. Problem solving skills;</li> <li>4.2. Communication skills;</li> <li>4.3. Report writing skills;</li> <li>4.4. Analytical skills;</li> <li>4.5. Interpersonal skills;</li> <li>4.6. Teamwork skills.</li> </ol> <p><b>5.0. Mathematical skills</b></p> <ol style="list-style-type: none"> <li>5.1. Algebra.</li> </ol>	
<b>DESCRIPTION OF END PRODUCTS/SERVICE</b>		Text documents can be edited, typeset, saved and printed as per industry standards and national ICT guidelines.	
<b>CIRCUMSTANTIAL KNOWLEDGE</b>		<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. Knowledge of computer operating system;</li> <li>2. Knowledge of computer office software.</li> </ol>	

<b>OCCUPATION</b>	IT TECHNOLOGIST	<b>OCCUPATION CODE</b>	
<b>DUTY TITLE</b>	COLLECT, SUMMARIZE AND ANALYZE INFORMATION AND DATA AND PREPARE ANALYSIS REPORTS FOR DECISION-MAKING REFERENCE (PRIMARY-LEVEL)	<b>DUTY NO.</b>	401
<b>TASK TITLE</b>	CREATE AND OPEN PRESENTATIONS	<b>TASK NO.</b>	4013
<b>PERFORMANCE CRITERIA</b>	The person performing this task must be able to create and open presentations as per industry standards and national ICT governance guidelines.		
<b>RANGE STATEMENT</b>	This task can be performed in an office environment or on a client site. The following equipment and tools should be available: 1. Computer; 2. Common office equipment; 3. Relevant software tools; 4. Related guides. This person shall work under minimum supervision.		
<b>EVIDENCE REQUIREMENTS</b>			
<b>PRACTICAL PERFORMANCE</b>		<b>UNDERPINNING KNOWLEDGE</b>	
The person performing this task must be able to do the following:  1. Collect, summarize and analyze information and data; 2. Prepare analysis reports for decision-making reference; 3. Use the computer office software; 4. Observe health and safety precautions at work; 5. Clean workplace; 6. Store tools.		Detailed knowledge about: <b>1.0. Methods</b> The person must be able to explain how to: 1.1. Create a presentation; 1.2. Open a presentation.  <b>2.0. Principles:</b> The person must be able to explain the principles of: 2.1. Specifications for use of computer presentation editing software.  <b>3.0. Theories:</b> The person must be able to explain: 3.1. Application of computer office software; 3.2. Editing specifications for information and data.  <b>4.0. Essential skills:</b> 4.1. Problem solving skills; 4.2. Communication skills; 4.3. Report writing skills; 4.4. Analytical skills; 4.5. Interpersonal skills; 4.6. Teamwork skills.  <b>5.0. Mathematical skills</b> 5.1. Algebra.	
<b>DESCRIPTION OF END PRODUCTS/SERVICE</b>		The presentation can be created and opened as per industry standards and national ICT guidelines.	
<b>CIRCUMSTANTIAL KNOWLEDGE</b>		<b>Detailed knowledge about:</b> 1. Knowledge of computer operating system; 2. Knowledge of computer office software.	

<b>OCCUPATION</b>	IT TECHNOLOGIST	<b>OCCUPATION CODE</b>	
<b>DUTY TITLE</b>	COLLECT, SUMMARIZE AND ANALYZE INFORMATION AND DATA AND PREPARE ANALYSIS REPORTS FOR DECISION-MAKING REFERENCE (PRIMARY-LEVEL)	<b>DUTY NO.</b>	401
<b>TASK TITLE</b>	EDIT, TYPESET, SAVE AND DISPLAY PRESENTATIONS	<b>TASK NO.</b>	4014
<b>PERFORMANCE CRITERIA</b>	The person performing this task must be able to edit, typeset, save and display presentations as per industry standards and national ICT governance guidelines.		
<b>RANGE STATEMENT</b>	<p>This task can be performed in an office environment or on a client site.  The following equipment and tools should be available:</p> <ol style="list-style-type: none"> <li>1. Computer;</li> <li>2. Common office equipment;</li> <li>3. Relevant software tools;</li> <li>4. Related guides.</li> </ol> <p>This person shall work under minimum supervision.</p>		
<b>EVIDENCE REQUIREMENTS</b>			
<b>PRACTICAL PERFORMANCE</b>		<b>UNDERPINNING KNOWLEDGE</b>	
<p>The person performing this task must be able to do the following:</p> <ol style="list-style-type: none"> <li>1. Collect, summarize and analyze information and data;</li> <li>2. Prepare analysis reports for decision-making reference;</li> <li>3. Use the computer office software;</li> <li>4. Observe health and safety precautions at work;</li> <li>5. Clean workplace;</li> <li>6. Store tools.</li> </ol>		<p>Detailed knowledge about:</p> <p><b>1.0. Methods</b>  The person must be able to explain how to:</p> <ol style="list-style-type: none"> <li>1.1. Edit, and typeset presentations;</li> <li>1.2. Save and display presentations.</li> </ol> <p><b>2.0. Principles:</b>  The person must be able to explain the principles of:</p> <ol style="list-style-type: none"> <li>2.1. Specifications for use of computer presentation editing software.</li> </ol> <p><b>3.0. Theories:</b>  The person must be able to explain:</p> <ol style="list-style-type: none"> <li>3.1. Application of computer office software;</li> <li>3.2. Editing specifications for information and data.</li> </ol> <p><b>4.0. Essential skills:</b></p> <ol style="list-style-type: none"> <li>4.1. Problem solving skills;</li> <li>4.2. Communication skills;</li> <li>4.3. Report writing skills;</li> <li>4.4. Analytical skills;</li> <li>4.5. Interpersonal skills;</li> <li>4.6. Teamwork skills.</li> </ol> <p><b>5.0. Mathematical skills</b></p> <ol style="list-style-type: none"> <li>5.1. Algebra.</li> </ol>	
<b>DESCRIPTION OF END PRODUCTS/SERVICE</b>		Presentations can be edited, typeset, saved and displayed as per industry standards and national ICT guidelines.	
<b>CIRCUMSTANTIAL KNOWLEDGE</b>		<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. Knowledge of computer operating system;</li> <li>2. Knowledge of computer office software.</li> </ol>	

<b>OCCUPATION</b>	IT TECHNOLOGIST	<b>OCCUPATION CODE</b>	
<b>DUTY TITLE</b>	COLLECT, SUMMARIZE AND ANALYZE INFORMATION AND DATA AND PREPARE ANALYSIS REPORTS FOR DECISION-MAKING REFERENCE (PRIMARY-LEVEL)	<b>DUTY NO.</b>	401
<b>TASK TITLE</b>	CREATE WORKBOOKS AND WORKSHEETS	<b>TASK NO.</b>	4015
<b>PERFORMANCE CRITERIA</b>	The person performing this task must be able to create data workbooks and worksheets as per industry standards and national ICT governance guidelines.		
<b>RANGE STATEMENT</b>	<p>This task can be performed in an office environment or on a client site.</p> <p>The following equipment and tools should be available:</p> <ol style="list-style-type: none"> <li>1. Computer;</li> <li>2. Common office equipment;</li> <li>3. Relevant software tools;</li> <li>4. Related guides.</li> </ol> <p>This person shall work under minimum supervision.</p>		
<b>EVIDENCE REQUIREMENTS</b>			
<b>PRACTICAL PERFORMANCE</b>		<b>UNDERPINNING KNOWLEDGE</b>	
<p>The person performing this task must be able to do the following:</p> <ol style="list-style-type: none"> <li>1. Collect, summarize and analyze information and data;</li> <li>2. Prepare analysis reports for decision-making reference;</li> <li>3. Use the computer office software;</li> <li>4. Observe health and safety precautions at work;</li> <li>5. Clean workplace;</li> <li>6. Store tools.</li> </ol>		<p>Detailed knowledge about:</p> <p><b>1.0. Methods</b> The person must be able to explain how to:</p> <ol style="list-style-type: none"> <li>1.1. Create data workbooks;</li> <li>1.2. Create data worksheets.</li> </ol> <p><b>2.0. Principles:</b> The person must be able to explain the principles of:</p> <ol style="list-style-type: none"> <li>2.1. Specifications for use of computer worksheet editing software.</li> </ol> <p><b>3.0. Theories:</b> The person must be able to explain:</p> <ol style="list-style-type: none"> <li>3.1. Application of computer office software;</li> <li>3.2. Editing specifications for information and data.</li> </ol> <p><b>4.0. Essential skills:</b></p> <ol style="list-style-type: none"> <li>4.1. Problem solving skills;</li> <li>4.2. Communication skills;</li> <li>4.3. Report writing skills;</li> <li>4.4. Analytical skills;</li> <li>4.5. Interpersonal skills;</li> <li>4.6. Teamwork skills.</li> </ol> <p><b>5.0. Mathematical skills</b></p> <ol style="list-style-type: none"> <li>5.1. Algebra.</li> </ol>	
<b>DESCRIPTION OF END PRODUCTS/SERVICE</b>		Data workbooks and worksheets can be created as per industry standards and national ICT guidelines.	
<b>CIRCUMSTANTIAL KNOWLEDGE</b>		<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. Knowledge of computer operating system;</li> <li>2. Knowledge of computer office software.</li> </ol>	

<b>OCCUPATION</b>	IT TECHNOLOGIST	<b>OCCUPATION CODE</b>	
<b>DUTY TITLE</b>	COLLECT, SUMMARIZE AND ANALYZE INFORMATION AND DATA AND PREPARE ANALYSIS REPORTS FOR DECISION-MAKING REFERENCE (PRIMARY-LEVEL)	<b>DUTY NO.</b>	401
<b>TASK TITLE</b>	MANAGE DATA ON WORKSHEETS	<b>TASK NO.</b>	4016
<b>PERFORMANCE CRITERIA</b>	The person performing this task must be able to manage data on worksheets as per industry standards and national ICT governance guidelines.		
<b>RANGE STATEMENT</b>	<p>This task can be performed in an office environment or on a client site.  The following equipment and tools should be available:</p> <ol style="list-style-type: none"> <li>1. Computer;</li> <li>2. Common office equipment;</li> <li>3. Relevant software tools;</li> <li>4. Related guides.</li> </ol> <p>This person shall work under minimum supervision.</p>		
<b>EVIDENCE REQUIREMENTS</b>			
<b>PRACTICAL PERFORMANCE</b>		<b>UNDERPINNING KNOWLEDGE</b>	
<p>The person performing this task must be able to do the following:</p> <ol style="list-style-type: none"> <li>1. Collect, summarize and analyze information and data;</li> <li>2. Prepare analysis reports for decision-making reference;</li> <li>3. Use the computer office software;</li> <li>4. Observe health and safety precautions at work;</li> <li>5. Clean workplace;</li> <li>6. Store tools.</li> </ol>		<p>Detailed knowledge about:</p> <p><b>1.0. Methods</b>  The person must be able to explain how to:</p> <ol style="list-style-type: none"> <li>1.1. Manage data on worksheets.</li> </ol> <p><b>2.0. Principles:</b>  The person must be able to explain the principles of:</p> <ol style="list-style-type: none"> <li>2.1. Specifications for use of computer worksheet editing software.</li> </ol> <p><b>3.0. Theories:</b>  The person must be able to explain:</p> <ol style="list-style-type: none"> <li>3.1. Application of computer office software;</li> <li>3.2. Editing specifications for information and data.</li> </ol> <p><b>4.0. Essential skills:</b></p> <ol style="list-style-type: none"> <li>4.1. Problem solving skills;</li> <li>4.2. Communication skills;</li> <li>4.3. Report writing skills;</li> <li>4.4. Analytical skills;</li> <li>4.5. Interpersonal skills;</li> <li>4.6. Teamwork skills.</li> </ol> <p><b>5.0. Mathematical skills</b></p> <ol style="list-style-type: none"> <li>5.1. Algebra.</li> </ol>	
<b>DESCRIPTION OF END PRODUCTS/SERVICE</b>		Data on worksheets can be managed as per industry standards and national ICT guidelines.	
<b>CIRCUMSTANTIAL KNOWLEDGE</b>		<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. Knowledge of computer operating system;</li> <li>2. Knowledge of computer office software.</li> </ol>	

<b>OCCUPATION</b>	IT TECHNOLOGIST	<b>OCCUPATION CODE</b>	
<b>DUTY TITLE</b>	SELECT AND USE ICT TERMINALS	<b>DUTY NO.</b>	402
<b>TASK TITLE</b>	SELECT AND RECOMMEND ICT TERMINALS AS PER CUSTOMER NEED	<b>TASK NO.</b>	4021
<b>PERFORMANCE CRITERIA</b>	The person performing this task must be able to select and recommend ICT terminals according to customer needs as per industry standards and national ICT governance guidelines.		
<b>RANGE STATEMENT</b>	<p>This task can be performed in an office environment or on a client site.</p> <p>The following equipment and tools should be available:</p> <ol style="list-style-type: none"> <li>1. Computer;</li> <li>2. ICT terminals;</li> <li>3. Relevant product manuals;</li> <li>4. Related guides;</li> </ol> <p>This person shall work under minimum supervision.</p>		
<b>EVIDENCE REQUIREMENTS</b>			
<b>PRACTICAL PERFORMANCE</b>		<b>UNDERPINNING KNOWLEDGE</b>	
<p>The person performing this task must be able to do the following:</p> <ol style="list-style-type: none"> <li>1. Select and use ICT terminals;</li> <li>2. Use ICT terminal product manual;</li> <li>3. Use site service management tools;</li> <li>4. Observe health and safety precautions at work;</li> <li>5. Clean workplace;</li> <li>6. Store tools.</li> </ol>		<p>Detailed knowledge about:</p> <p><b>1.0. Methods</b> The person must be able to explain how to:</p> <ol style="list-style-type: none"> <li>1.1. Select ICT terminals according to user needs;</li> <li>1.2. Recommend ICT terminals according to user needs;</li> <li>1.3. Use ICT terminal product manual.</li> </ol> <p><b>2.0. Principles:</b> The person must be able to explain the principles of:</p> <ol style="list-style-type: none"> <li>2.1. Selection and recommendation of ICT terminals;</li> <li>2.2. Use of ICT terminal product manual.</li> </ol> <p><b>3.0. Theories:</b> The person must be able to explain:</p> <ol style="list-style-type: none"> <li>3.1. Types of ICT terminals;</li> <li>3.2. Scope of application of various ICT terminals.</li> </ol> <p><b>4.0. Essential skills:</b></p> <ol style="list-style-type: none"> <li>4.1. Problem solving skills;</li> <li>4.2. Communication skills;</li> <li>4.3. Report writing skills;</li> <li>4.4. Analytical skills;</li> <li>4.5. Interpersonal skills;</li> <li>4.6. Teamwork skills.</li> </ol> <p><b>5.0. Mathematical skills</b></p> <ol style="list-style-type: none"> <li>5.1. Algebra.</li> </ol>	
<b>DESCRIPTION OF END PRODUCTS/SERVICE</b>		ICT terminals can be selected and recommended according to customer needs as per industry standards and national ICT guidelines.	
<b>CIRCUMSTANTIAL KNOWLEDGE</b>		<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. Knowledge of ICT terminal hardware;</li> <li>2. Knowledge of ICT terminal software;</li> <li>3. Safety production knowledge of ICT terminals.</li> </ol>	

<b>OCCUPATION</b>	IT TECHNOLOGIST	<b>OCCUPATION CODE</b>	
<b>DUTY TITLE</b>	SELECT AND USE ICT TERMINALS	<b>DUTY NO.</b>	402
<b>TASK TITLE</b>	GUIDE CUSTOMERS TO USE ICT TERMINALS ON SITE ACCORDING TO THE INSTRUCTIONS	<b>TASK NO.</b>	4022
<b>PERFORMANCE CRITERIA</b>	The person performing this task must be able to guide customers to use ICT terminals on site according to the instructions as per industry standards and national ICT governance guidelines.		
<b>RANGE STATEMENT</b>	<p>This task can be performed in an office environment or on a client site.  The following equipment and tools should be available:</p> <ol style="list-style-type: none"> <li>1. Computer;</li> <li>2. ICT terminals;</li> <li>3. Relevant product manuals;</li> <li>4. Related guides.</li> </ol> <p>This person shall work under minimum supervision.</p>		
<b>EVIDENCE REQUIREMENTS</b>			
<b>PRACTICAL PERFORMANCE</b>		<b>UNDERPINNING KNOWLEDGE</b>	
<p>The person performing this task must be able to do the following:</p> <ol style="list-style-type: none"> <li>1. Select and use ICT terminals;</li> <li>2. Use ICT terminal product manual;</li> <li>3. Use site service management tools;</li> <li>4. Observe health and safety precautions at work;</li> <li>5. Clean workplace;</li> <li>6. Store tools.</li> </ol>		<p>Detailed knowledge about:</p> <p><b>1.0. Methods</b>  The person must be able to explain how to:</p> <ol style="list-style-type: none"> <li>1.1. Use ICT terminals according to the instructions;</li> <li>1.2. Guide customers to use ICT terminals on site;</li> <li>1.3. Use ICT terminal product manual.</li> </ol> <p><b>2.0. Principles:</b>  The person must be able to explain the principles of:</p> <ol style="list-style-type: none"> <li>2.1. Using ICT terminals;</li> <li>2.2. Use of ICT terminal product manual.</li> </ol> <p><b>3.0. Theories:</b>  The person must be able to explain:</p> <ol style="list-style-type: none"> <li>3.1. Types of ICT terminals;</li> <li>3.2. Scope of application of various ICT terminals.</li> </ol> <p><b>4.0. Essential skills:</b></p> <ol style="list-style-type: none"> <li>4.1. Problem solving skills;</li> <li>4.2. Communication skills;</li> <li>4.3. Report writing skills;</li> <li>4.4. Analytical skills;</li> <li>4.5. Interpersonal skills;</li> <li>4.6. Teamwork skills.</li> </ol> <p><b>5.0. Mathematical skills</b></p> <ol style="list-style-type: none"> <li>5.1. Algebra.</li> </ol>	
<b>DESCRIPTION OF END PRODUCTS/SERVICE</b>		Customers can be guided to use ICT terminals on site according to the instructions as per industry standards and national ICT guidelines.	
<b>CIRCUMSTANTIAL KNOWLEDGE</b>		<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. Knowledge of ICT terminal hardware;</li> <li>2. Knowledge of ICT terminal software;</li> <li>3. Safety production knowledge of ICT terminals.</li> </ol>	

<b>OCCUPATION</b>	IT TECHNOLOGIST	<b>OCCUPATION CODE</b>	
<b>DUTY TITLE</b>	SELECT AND USE ICT TERMINALS	<b>DUTY NO.</b>	402
<b>TASK TITLE</b>	FILL IN THE SITE SERVICE WORK ORDER	<b>TASK NO.</b>	4023
<b>PERFORMANCE CRITERIA</b>	The person performing this task must be able to fill in the site service work order as per industry standards and national ICT governance guidelines.		
<b>RANGE STATEMENT</b>	<p>This task can be performed in an office environment or on a client site.</p> <p>The following equipment and tools should be available:</p> <ol style="list-style-type: none"> <li>1. Computer;</li> <li>2. ICT terminals;</li> <li>3. Relevant product manuals;</li> <li>4. Related guides.</li> </ol> <p>This person shall work under minimum supervision.</p>		
<b>EVIDENCE REQUIREMENTS</b>			
<b>PRACTICAL PERFORMANCE</b>		<b>UNDERPINNING KNOWLEDGE</b>	
<p>The person performing this task must be able to do the following:</p> <ol style="list-style-type: none"> <li>1. Select and use ICT terminals;</li> <li>2. Use ICT terminal product manual;</li> <li>3. Use site service management tools;</li> <li>4. Observe health and safety precautions at work;</li> <li>5. Clean workplace;</li> <li>6. Store tools.</li> </ol>		<p>Detailed knowledge about:</p> <p><b>1.0. Methods</b> The person must be able to explain how to:</p> <ol style="list-style-type: none"> <li>1.1. Use site service management tools;</li> <li>1.2. Use ICT terminal product manual;</li> <li>1.3. Fill in the site service work order.</li> </ol> <p><b>2.0. Principles:</b> The person must be able to explain the principles of:</p> <ol style="list-style-type: none"> <li>2.1. Using ICT terminals;</li> <li>2.2. Use of ICT terminal product manual.</li> </ol> <p><b>3.0. Theories:</b> The person must be able to explain:</p> <ol style="list-style-type: none"> <li>3.1. Types of ICT terminals;</li> <li>3.2. Scope of application of various ICT terminals.</li> </ol> <p><b>4.0. Essential skills:</b></p> <ol style="list-style-type: none"> <li>4.1. Problem solving skills;</li> <li>4.2. Communication skills;</li> <li>4.3. Report writing skills;</li> <li>4.4. Analytical skills;</li> <li>4.5. Interpersonal skills;</li> <li>4.6. Teamwork skills.</li> </ol> <p><b>5.0. Mathematical skills</b></p> <ol style="list-style-type: none"> <li>5.1. Algebra.</li> </ol>	
<b>DESCRIPTION OF END PRODUCTS/SERVICE</b>		The site service work order is filled in as per industry standards and national ICT guidelines.	
<b>CIRCUMSTANTIAL KNOWLEDGE</b>		<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. Knowledge of ICT terminal hardware;</li> <li>2. Knowledge of ICT terminal software;</li> <li>3. Safety production knowledge of ICT terminals.</li> </ol>	

<b>OCCUPATION</b>	IT TECHNOLOGIST	<b>OCCUPATION CODE</b>	
<b>DUTY TITLE</b>	INSTALL AND CONFIGURE ICT TERMINALS	<b>DUTY NO.</b>	403
<b>TASK TITLE</b>	INSTALL AND REPLACE COMPLETE MACHINES OF ICT TERMINALS	<b>TASK NO.</b>	4031
<b>PERFORMANCE CRITERIA</b>	The person performing this task must be able to install and replace complete machines of ICT terminals as per industry standards and national ICT governance guidelines.		
<b>RANGE STATEMENT</b>	<p>This task can be performed in a workshop or at the client's site.</p> <p>The following equipment and tools should be available:</p> <ol style="list-style-type: none"> <li>1. Computer;</li> <li>2. ICT terminals;</li> <li>3. Relevant product manuals;</li> <li>4. Common assembling and disassembling tools;</li> <li>5. Related guides.</li> </ol> <p>This person shall work under minimum supervision.</p>		
<b>EVIDENCE REQUIREMENTS</b>			
<b>PRACTICAL PERFORMANCE</b>		<b>UNDERPINNING KNOWLEDGE</b>	
<p>The person performing this task must be able to do the following:</p> <ol style="list-style-type: none"> <li>1. Install and configure ICT terminals;</li> <li>2. Use ICT terminal product manual;</li> <li>3. Use site service management tools;</li> <li>4. Observe health and safety precautions at work;</li> <li>5. Clean workplace;</li> <li>6. Store tools.</li> </ol>		<p>Detailed knowledge about:</p> <p><b>1.0. Methods</b> The person must be able to explain how to:</p> <ol style="list-style-type: none"> <li>1.1. Install complete machines of ICT terminals;</li> <li>1.2. Replace complete machines of ICT terminals;</li> <li>1.3. Identify spare parts.</li> </ol> <p><b>2.0. Principles:</b> The person must be able to explain the principles of:</p> <ol style="list-style-type: none"> <li>2.1. Specifications for replacement with ICT terminal;</li> <li>2.2. Identifying BOM.</li> </ol> <p><b>3.0. Theories:</b> The person must be able to explain:</p> <ol style="list-style-type: none"> <li>3.1. Specifications for ICT terminal replacement;</li> <li>3.2. BOM of ICT terminal.</li> </ol> <p><b>4.0. Essential skills:</b></p> <ol style="list-style-type: none"> <li>4.1. Problem solving skills;</li> <li>4.2. Communication skills;</li> <li>4.3. Report writing skills;</li> <li>4.4. Analytical skills;</li> <li>4.5. Interpersonal skills;</li> <li>4.6. Teamwork skills.</li> </ol> <p><b>5.0. Mathematical skills</b></p> <ol style="list-style-type: none"> <li>5.1. Algebra.</li> </ol>	
<b>DESCRIPTION OF END PRODUCTS/SERVICE</b>		Complete machines of ICT terminals can be installed and replaced as per industry standards and national ICT governance guidelines.	
<b>CIRCUMSTANTIAL KNOWLEDGE</b>		<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. Knowledge of ICT terminal hardware;</li> <li>2. Knowledge of ICT terminal software;</li> <li>3. Safety production knowledge of ICT terminals.</li> </ol>	

<b>OCCUPATION</b>	IT TECHNOLOGIST	<b>OCCUPATION CODE</b>	
<b>DUTY TITLE</b>	INSTALL AND CONFIGURE ICT TERMINALS	<b>DUTY NO.</b>	403
<b>TASK TITLE</b>	INSTALL AND UPGRADE ICT TERMINAL SOFTWARE AND INITIALIZE PARAMETERS	<b>TASK NO.</b>	4032
<b>PERFORMANCE CRITERIA</b>	The person performing this task must be able to install and upgrade ICT terminal software and initialize parameters as per industry standards and national ICT governance guidelines.		
<b>RANGE STATEMENT</b>	<p>This task can be performed in a workshop or at the client's site.</p> <p>The following equipment and tools should be available:</p> <ol style="list-style-type: none"> <li>1. Computer;</li> <li>2. ICT terminals;</li> <li>3. Relevant product manuals;</li> <li>4. Common assembling and disassembling tools;</li> <li>5. Related guides.</li> </ol> <p>This person shall work under minimum supervision.</p>		
<b>EVIDENCE REQUIREMENTS</b>			
<b>PRACTICAL PERFORMANCE</b>		<b>UNDERPINNING KNOWLEDGE</b>	
<p>The person performing this task must be able to do the following:</p> <ol style="list-style-type: none"> <li>1. Install and configure ICT terminals;</li> <li>2. Use ICT terminal product manual;</li> <li>3. Use site service management tools;</li> <li>4. Observe health and safety precautions at work;</li> <li>5. Clean workplace;</li> <li>6. Store tools.</li> </ol>		<p>Detailed knowledge about:</p> <p><b>1.0. Methods</b> The person must be able to explain how to:</p> <ol style="list-style-type: none"> <li>1.1. Install ICT terminal software;</li> <li>1.2. Upgrade ICT terminal software;</li> <li>1.3. Initialize ICT terminal parameters.</li> </ol> <p><b>2.0. Principles:</b> The person must be able to explain the principles of:</p> <ol style="list-style-type: none"> <li>2.1. Technical specifications for installation with ICT terminal software;</li> <li>2.2. Using ICT terminal parameter table.</li> </ol> <p><b>3.0. Theories:</b> The person must be able to explain:</p> <ol style="list-style-type: none"> <li>3.1. Technical specifications for ICT terminal software installation;</li> <li>3.2. ICT terminal parameter table.</li> </ol> <p><b>4.0. Essential skills:</b></p> <ol style="list-style-type: none"> <li>4.1. Problem solving skills;</li> <li>4.2. Communication skills;</li> <li>4.3. Report writing skills;</li> <li>4.4. Analytical skills;</li> <li>4.5. Interpersonal skills;</li> <li>4.6. Teamwork skills.</li> </ol> <p><b>5.0. Mathematical skills</b></p> <ol style="list-style-type: none"> <li>5.1. Algebra.</li> </ol>	
<b>DESCRIPTION OF END PRODUCTS/SERVICE</b>		ICT terminal software can be installed and upgraded and parameters can be initialized as per industry standards and national ICT governance guidelines.	
<b>CIRCUMSTANTIAL KNOWLEDGE</b>		<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. Knowledge of ICT terminal hardware;</li> <li>2. Knowledge of ICT terminal software;</li> <li>3. Safety production knowledge of ICT terminals.</li> </ol>	

<b>OCCUPATION</b>	IT TECHNOLOGIST	<b>OCCUPATION CODE</b>	
<b>DUTY TITLE</b>	INSTALL AND CONFIGURE ICT TERMINALS	<b>DUTY NO.</b>	403
<b>TASK TITLE</b>	REPLACE MECHANICAL-LEVEL MAIN COMPONENTS OF ICT TERMINALS WITH THE REPLACEMENT METHOD	<b>TASK NO.</b>	4033
<b>PERFORMANCE CRITERIA</b>	The person performing this task must be able to replace mechanical-level main components of ICT terminals with the replacement method as per industry standards and national ICT governance guidelines.		
<b>RANGE STATEMENT</b>	<p>This task can be performed in a workshop or at the client's site.  The following equipment and tools should be available:</p> <ol style="list-style-type: none"> <li>1. Computer;</li> <li>2. ICT terminals;</li> <li>3. Relevant product manuals;</li> <li>4. Common assembling and disassembling tools;</li> <li>5. Related guides.</li> </ol> <p>This person shall work under minimum supervision.</p>		
<b>EVIDENCE REQUIREMENTS</b>			
<b>PRACTICAL PERFORMANCE</b>		<b>UNDERPINNING KNOWLEDGE</b>	
<p>The person performing this task must be able to do the following:</p> <ol style="list-style-type: none"> <li>1. Install and configure ICT terminals;</li> <li>2. Use ICT terminal product manual;</li> <li>3. Use site service management tools;</li> <li>4. Observe health and safety precautions at work;</li> <li>5. Clean workplace;</li> <li>6. Store tools.</li> </ol>		<p>Detailed knowledge about:</p> <p><b>1.0. Methods</b>  The person must be able to explain how to:</p> <ol style="list-style-type: none"> <li>1.1. Use assembling and disassembling tools;</li> <li>1.2. Assemble and disassemble ICT terminal hardware;</li> <li>1.3. Replace mechanical-level main components of ICT terminals with the replacement method.</li> </ol> <p><b>2.0. Principles:</b>  The person must be able to explain the principles of:</p> <ol style="list-style-type: none"> <li>2.1. Assembling and disassembling processes of ICT terminal hardware;</li> <li>2.2. Replacing mechanical-level main components with the replacement method.</li> </ol> <p><b>3.0. Theories:</b>  The person must be able to explain:</p> <ol style="list-style-type: none"> <li>3.1. Specifications for ICT terminal replacement;</li> <li>3.2. Assembling and disassembling of ICT terminal hardware.</li> </ol> <p><b>4.0. Essential skills:</b></p> <ol style="list-style-type: none"> <li>4.1. Problem solving skills;</li> <li>4.2. Communication skills;</li> <li>4.3. Report writing skills;</li> <li>4.4. Analytical skills;</li> <li>4.5. Interpersonal skills;</li> <li>4.6. Teamwork skills.</li> </ol> <p><b>5.0. Mathematical skills</b></p> <ol style="list-style-type: none"> <li>5.1. Algebra.</li> </ol>	
<b>DESCRIPTION OF END PRODUCTS/SERVICE</b>		Mechanical-level main components of ICT terminals can be replaced with the replacement method as per industry standards and national ICT governance guidelines.	
<b>CIRCUMSTANTIAL KNOWLEDGE</b>		<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. Knowledge of ICT terminal hardware;</li> <li>2. Knowledge of ICT terminal software;</li> <li>3. Safety production knowledge of ICT terminals.</li> </ol>	

<b>OCCUPATION</b>	IT TECHNOLOGIST	<b>OCCUPATION CODE</b>	
<b>DUTY TITLE</b>	TEST ICT TERMINALS	<b>DUTY NO.</b>	404
<b>TASK TITLE</b>	DETECT ICT TERMINAL FUNCTION APPLICATIONS AND CONFIRM THAT THERE IS NO FUNCTIONAL FAILURE	<b>TASK NO.</b>	4041
<b>PERFORMANCE CRITERIA</b>	The person performing this task must be able to detect ICT terminal function applications and confirm that there is no functional failure as per industry standards and national ICT governance guidelines.		
<b>RANGE STATEMENT</b>	<p>This task can be performed in a workshop or at the client's site.  The following equipment and tools should be available:</p> <ol style="list-style-type: none"> <li>1. Computer;</li> <li>2. ICT terminals;</li> <li>3. Common measuring instruments such as the multimeter;</li> <li>4. Relevant product manuals;</li> <li>5. Related guides.</li> </ol> <p>This person shall work under minimum supervision.</p>		
<b>EVIDENCE REQUIREMENTS</b>			
<b>PRACTICAL PERFORMANCE</b>		<b>UNDERPINNING KNOWLEDGE</b>	
<p>The person performing this task must be able to do the following:</p> <ol style="list-style-type: none"> <li>1. Test ICT terminals;</li> <li>2. Use ICT terminal product manual;</li> <li>3. Use site service management tools;</li> <li>4. Observe health and safety precautions at work;</li> <li>5. Clean workplace;</li> <li>6. Store tools.</li> </ol>		<p>Detailed knowledge about:</p> <p><b>1.0. Methods</b>  The person must be able to explain how to:</p> <ol style="list-style-type: none"> <li>1.1. Detect ICT terminal function applications;</li> <li>1.2. Ensure that ICT terminals are free of functional failure.</li> </ol> <p><b>2.0. Principles:</b>  The person must be able to explain the principles of:</p> <ol style="list-style-type: none"> <li>2.1. Detection process of ICT terminal function applications;</li> <li>2.2. Confirming ICT terminal function failure.</li> </ol> <p><b>3.0. Theories:</b>  The person must be able to explain:</p> <ol style="list-style-type: none"> <li>3.1. Test specifications for ICT terminals;</li> <li>3.2. Simple failures of ICT terminals.</li> </ol> <p><b>4.0. Essential skills:</b></p> <ol style="list-style-type: none"> <li>4.1. Problem solving skills;</li> <li>4.2. Communication skills;</li> <li>4.3. Report writing skills;</li> <li>4.4. Analytical skills;</li> <li>4.5. Interpersonal skills;</li> <li>4.6. Teamwork skills.</li> </ol> <p><b>5.0. Mathematical skills</b></p> <ol style="list-style-type: none"> <li>5.1. Algebra.</li> </ol>	
<b>DESCRIPTION OF END PRODUCTS/SERVICE</b>		ICT terminal function applications can be detected and no functional failure can be confirmed as per industry standards and national ICT governance guidelines.	
<b>CIRCUMSTANTIAL KNOWLEDGE</b>		<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. Knowledge of ICT terminal hardware;</li> <li>2. Knowledge of ICT terminal software;</li> <li>3. Safety production knowledge of ICT terminals.</li> </ol>	

<b>OCCUPATION</b>	IT TECHNOLOGIST	<b>OCCUPATION CODE</b>	
<b>DUTY TITLE</b>	TEST ICT TERMINALS	<b>DUTY NO.</b>	404
<b>TASK TITLE</b>	INSPECT THE APPEARANCE OF ICT TERMINAL AND CONFIRM THAT THERE IS NO APPEARANCE DAMAGE	<b>TASK NO.</b>	4042
<b>PERFORMANCE CRITERIA</b>	The person performing this task must be able to inspect the appearance of ICT terminal and confirm that there is no appearance damage as per industry standards and national ICT governance guidelines.		
<b>RANGE STATEMENT</b>	<p>This task can be performed in a workshop or at the client's site.  The following equipment and tools should be available:</p> <ol style="list-style-type: none"> <li>1. Computer;</li> <li>2. ICT terminals;</li> <li>3. Common measuring instruments such as the multimeter;</li> <li>4. Relevant product manuals;</li> <li>5. Related guides.</li> </ol> <p>This person shall work under minimum supervision.</p>		
<b>EVIDENCE REQUIREMENTS</b>			
<b>PRACTICAL PERFORMANCE</b>		<b>UNDERPINNING KNOWLEDGE</b>	
<p>The person performing this task must be able to do the following:</p> <ol style="list-style-type: none"> <li>1. Test ICT terminals;</li> <li>2. Use ICT terminal product manual;</li> <li>3. Use site service management tools;</li> <li>4. Observe health and safety precautions at work;</li> <li>5. Clean workplace;</li> <li>6. Store tools.</li> </ol>		<p>Detailed knowledge about:</p> <p><b>1.0. Methods</b>  The person must be able to explain how to:</p> <ol style="list-style-type: none"> <li>1.1. Check the ICT terminal appearance;</li> <li>1.2. Ensure the clean appearance of ICT terminal.</li> </ol> <p><b>2.0. Principles:</b>  The person must be able to explain the principles of:</p> <ol style="list-style-type: none"> <li>2.1. Inspection process of the ICT terminal appearance;</li> <li>2.2. Cleanliness requirements for the ICT terminal appearance.</li> </ol> <p><b>3.0. Theories:</b>  The person must be able to explain:</p> <ol style="list-style-type: none"> <li>3.1. Test specifications for ICT terminals;</li> <li>3.2. Simple failures of ICT terminals.</li> </ol> <p><b>4.0. Essential skills:</b></p> <ol style="list-style-type: none"> <li>4.1. Problem solving skills;</li> <li>4.2. Communication skills;</li> <li>4.3. Report writing skills;</li> <li>4.4. Analytical skills;</li> <li>4.5. Interpersonal skills;</li> <li>4.6. Teamwork skills.</li> </ol> <p><b>5.0. Mathematical skills</b></p> <ol style="list-style-type: none"> <li>5.1. Algebra.</li> </ol>	
<b>DESCRIPTION OF END PRODUCTS/SERVICE</b>		The ICT terminal appearance can be inspected and no appearance damage can be confirmed as per industry standards and national ICT governance guidelines.	
<b>CIRCUMSTANTIAL KNOWLEDGE</b>		<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. Knowledge of ICT terminal hardware;</li> <li>2. Knowledge of ICT terminal software;</li> <li>3. Safety production knowledge of ICT terminals.</li> </ol>	

<b>OCCUPATION</b>	IT TECHNOLOGIST	<b>OCCUPATION CODE</b>	
<b>DUTY TITLE</b>	TEST ICT TERMINALS	<b>DUTY NO.</b>	404
<b>TASK TITLE</b>	DETECT ELECTRICAL PROPERTY PARAMETERS OF ICT TERMINALS AND CONFIRM THAT THERE IS NO HIDDEN FAILURE	<b>TASK NO.</b>	4043
<b>PERFORMANCE CRITERIA</b>	The person performing this task must be able to detect electrical property parameters of ICT terminals and confirm that there is no hidden failure as per industry standards and national ICT governance guidelines.		
<b>RANGE STATEMENT</b>	<p>This task can be performed in a workshop or at the client's site.  The following equipment and tools should be available:</p> <ol style="list-style-type: none"> <li>1. Computer;</li> <li>2. ICT terminals;</li> <li>3. Common measuring instruments such as the multimeter;</li> <li>4. Relevant product manuals;</li> <li>5. Related guides.</li> </ol> <p>This person shall work under minimum supervision.</p>		
<b>EVIDENCE REQUIREMENTS</b>			
<b>PRACTICAL PERFORMANCE</b>		<b>UNDERPINNING KNOWLEDGE</b>	
<p>The person performing this task must be able to do the following:</p> <ol style="list-style-type: none"> <li>1. Test ICT terminals;</li> <li>2. Use ICT terminal product manual;</li> <li>3. Use site service management tools;</li> <li>4. Observe health and safety precautions at work;</li> <li>5. Clean workplace;</li> <li>6. Store tools.</li> </ol>		<p>Detailed knowledge about:</p> <p><b>1.0. Methods</b>  The person must be able to explain how to:</p> <ol style="list-style-type: none"> <li>1.1. Use common electrical property measuring instrument such as the multimeter;</li> <li>1.2. Detect electrical property parameters of ICT terminals;</li> <li>1.3. Ensure that ICT terminals are free of hidden failure.</li> </ol> <p><b>2.0. Principles:</b>  The person must be able to explain the principles of:</p> <ol style="list-style-type: none"> <li>2.1. Using common electrical property measuring instrument such as the multimeter;</li> <li>2.2. Detection process of ICT terminal electrical property parameters;</li> <li>2.3. Requirements for electrical property parameters of ICT terminals.</li> </ol> <p><b>3.0. Theories:</b>  The person must be able to explain:</p> <ol style="list-style-type: none"> <li>3.1. Test specifications for ICT terminals;</li> <li>3.2. Simple failures of ICT terminals.</li> </ol> <p><b>4.0. Essential skills:</b></p> <ol style="list-style-type: none"> <li>4.1. Problem solving skills;</li> <li>4.2. Communication skills;</li> <li>4.3. Report writing skills;</li> <li>4.4. Analytical skills;</li> <li>4.5. Interpersonal skills;</li> <li>4.6. Teamwork skills.</li> </ol> <p><b>5.0. Mathematical skills</b></p> <ol style="list-style-type: none"> <li>5.1. Algebra.</li> </ol>	
<b>DESCRIPTION OF END PRODUCTS/SERVICE</b>		Electrical property parameters of ICT terminals can be detected and no hidden failure can be confirmed as per industry standards and national ICT governance guidelines.	

**CIRCUMSTANTIAL KNOWLEDGE****Detailed knowledge about:**

1. Knowledge of ICT terminal hardware;
2. Knowledge of ICT terminal software;
3. Safety production knowledge of ICT terminals.

<b>OCCUPATION</b>	IT TECHNOLOGIST	<b>OCCUPATION CODE</b>	
<b>DUTY TITLE</b>	REPAIR ICT TERMINALS	<b>DUTY NO.</b>	405
<b>TASK TITLE</b>	ANALYZE CAUSES OF ICT TERMINAL SOFTWARE FAILURES WITH FAILURE CODES AND SOFTWARE TOOLS	<b>TASK NO.</b>	4051
<b>PERFORMANCE CRITERIA</b>	The person performing this task must be able to analyze the causes of ICT terminal software failures with failure codes and software tools as per industry standards and national ICT governance guidelines.		
<b>RANGE STATEMENT</b>	<p>This task can be performed in a workshop or at the client's site.  The following equipment and tools should be available:</p> <ol style="list-style-type: none"> <li>1. Computer;</li> <li>2. ICT terminals;</li> <li>3. Software tools such as software maintenance device;</li> <li>4. Hardware tools such as the multimeter and the electric soldering iron;</li> <li>5. Relevant product manuals;</li> <li>6. Related guides.</li> </ol> <p>This person shall work under minimum supervision.</p>		
<b>EVIDENCE REQUIREMENTS</b>			
<b>PRACTICAL PERFORMANCE</b>		<b>UNDERPINNING KNOWLEDGE</b>	
<p>The person performing this task must be able to do the following:</p> <ol style="list-style-type: none"> <li>1. Repair ICT terminals;</li> <li>2. Use ICT terminal product manual;</li> <li>3. Use basic software and hardware maintenance tools;</li> <li>4. Use site service management tools;</li> <li>5. Observe health and safety precautions at work;</li> <li>6. Clean workplace;</li> <li>7. Store tools.</li> </ol>		<p>Detailed knowledge about:</p> <p><b>1.0. Methods</b>  The person must be able to explain how to:</p> <ol style="list-style-type: none"> <li>1.1. Analyze ICT terminal software failures with failure codes;</li> <li>1.2. Analyze ICT terminal software failures with software tools.</li> </ol> <p><b>2.0. Principles:</b>  The person must be able to explain the principles of:</p> <ol style="list-style-type: none"> <li>2.1. Identifying ICT terminal failure codes;</li> <li>2.2. Using the software tool such as software maintenance device.</li> </ol> <p><b>3.0. Theories:</b>  The person must be able to explain:</p> <ol style="list-style-type: none"> <li>3.1. ICT terminal maintenance specifications;</li> <li>3.2. Simple failure maintenance of ICT terminals.</li> </ol> <p><b>4.0. Essential skills:</b></p> <ol style="list-style-type: none"> <li>4.1. Problem solving skills;</li> <li>4.2. Communication skills;</li> <li>4.3. Report writing skills;</li> <li>4.4. Analytical skills;</li> <li>4.5. Interpersonal skills;</li> <li>4.6. Teamwork skills.</li> </ol> <p><b>5.0. Mathematical skills</b></p> <ol style="list-style-type: none"> <li>5.1. Algebra.</li> </ol>	
<b>DESCRIPTION OF END PRODUCTS/SERVICE</b>		Causes of ICT terminal software failures can be analyzed with failure codes and software tools as per industry standards and national ICT governance guidelines.	
<b>CIRCUMSTANTIAL KNOWLEDGE</b>		<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. Knowledge of ICT terminal hardware;</li> <li>2. Knowledge of ICT terminal software;</li> <li>3. Safety production knowledge of ICT terminals.</li> </ol>	

<b>OCCUPATION</b>	IT TECHNOLOGIST	<b>OCCUPATION CODE</b>	
<b>DUTY TITLE</b>	REPAIR ICT TERMINALS	<b>DUTY NO.</b>	405
<b>TASK TITLE</b>	REPAIR AND ELIMINATE ICT TERMINAL SOFTWARE FAILURES BY UNSETTING, RESETTING, AND FLASHING	<b>TASK NO.</b>	4052
<b>PERFORMANCE CRITERIA</b>	The person performing this task must be able to repair and eliminate ICT terminal software failures by unsetting, resetting, and flashing as per industry standards and national ICT governance guidelines.		
<b>RANGE STATEMENT</b>	<p>This task can be performed in a workshop or at the client's site.  The following equipment and tools should be available:</p> <ol style="list-style-type: none"> <li>1. Computer;</li> <li>2. ICT terminals;</li> <li>3. Software tools such as software maintenance device;</li> <li>4. Hardware tools such as the multimeter and the electric soldering iron;</li> <li>5. Relevant product manuals;</li> <li>6. Related guides.</li> </ol> <p>This person shall work under minimum supervision.</p>		
<b>EVIDENCE REQUIREMENTS</b>			
<b>PRACTICAL PERFORMANCE</b>		<b>UNDERPINNING KNOWLEDGE</b>	
<p>The person performing this task must be able to do the following:</p> <ol style="list-style-type: none"> <li>1. Repair ICT terminals;</li> <li>2. Use ICT terminal product manual;</li> <li>3. Use basic software and hardware maintenance tools;</li> <li>4. Use site service management tools;</li> <li>5. Observe health and safety precautions at work;</li> <li>6. Clean workplace;</li> <li>7. Store tools.</li> </ol>		<p>Detailed knowledge about:</p> <p><b>1.0. Methods</b>  The person must be able to explain how to:</p> <ol style="list-style-type: none"> <li>1.1. Restore ICT terminal factory settings by unsetting;</li> <li>1.2. Troubleshoot simple software failures by resetting;</li> <li>1.3. Troubleshoot simple software failures by flashing;</li> </ol> <p><b>2.0. Principles:</b>  The person must be able to explain the principles of:</p> <ol style="list-style-type: none"> <li>2.1. ICT terminal unsetting process;</li> <li>2.2. ICT terminal resetting process;</li> <li>2.3. ICT terminal flashing process.</li> </ol> <p><b>3.0. Theories:</b>  The person must be able to explain:</p> <ol style="list-style-type: none"> <li>3.1. ICT terminal maintenance specifications;</li> <li>3.2. Simple failure maintenance of ICT terminals.</li> </ol> <p><b>4.0. Essential skills:</b></p> <ol style="list-style-type: none"> <li>4.1. Problem solving skills;</li> <li>4.2. Communication skills;</li> <li>4.3. Report writing skills;</li> <li>4.4. Analytical skills;</li> <li>4.5. Interpersonal skills;</li> <li>4.6. Teamwork skills.</li> </ol> <p><b>5.0. Mathematical skills</b></p> <ol style="list-style-type: none"> <li>5.1. Algebra.</li> </ol>	
<b>DESCRIPTION OF END PRODUCTS/SERVICE</b>		ICT terminal software failures can be repaired and eliminated by unsetting, resetting, and flashing as per industry standards and national ICT governance guidelines.	
<b>CIRCUMSTANTIAL KNOWLEDGE</b>		<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. Knowledge of ICT terminal hardware;</li> <li>2. Knowledge of ICT terminal software;</li> <li>3. Safety production knowledge of ICT terminals.</li> </ol>	

<b>OCCUPATION</b>	IT TECHNOLOGIST	<b>OCCUPATION CODE</b>	
<b>DUTY TITLE</b>	REPAIR ICT TERMINALS	<b>DUTY NO.</b>	405
<b>TASK TITLE</b>	REPAIR AND ELIMINATE WIRE HARDWARE FAILURES OF ICT TERMINALS WITH THE ELECTRIC SOLDERING IRON	<b>TASK NO.</b>	4053
<b>PERFORMANCE CRITERIA</b>	The person performing this task must be able to repair and eliminate wire hardware failures of ICT terminals with the electric soldering iron as per industry standards and national ICT governance guidelines.		
<b>RANGE STATEMENT</b>	<p>This task can be performed in a workshop or at the client's site.  The following equipment and tools should be available:</p> <ol style="list-style-type: none"> <li>1. Computer;</li> <li>2. ICT terminals;</li> <li>3. Software tools such as software maintenance device;</li> <li>4. Hardware tools such as the multimeter and the electric soldering iron;</li> <li>5. Relevant product manuals;</li> <li>6. Related guides.</li> </ol> <p>This person shall work under minimum supervision.</p>		
<b>EVIDENCE REQUIREMENTS</b>			
<b>PRACTICAL PERFORMANCE</b>		<b>UNDERPINNING KNOWLEDGE</b>	
<p>The person performing this task must be able to do the following:</p> <ol style="list-style-type: none"> <li>1. Repair ICT terminals;</li> <li>2. Use ICT terminal product manual;</li> <li>3. Use basic software and hardware maintenance tools;</li> <li>4. Use site service management tools;</li> <li>5. Observe health and safety precautions at work;</li> <li>6. Clean workplace;</li> <li>7. Store tools.</li> </ol>		<p>Detailed knowledge about:</p> <p><b>1.0. Methods</b>  The person must be able to explain how to:</p> <ol style="list-style-type: none"> <li>1.1. Detect ICT terminals with the multimeter;</li> <li>1.2. Eliminate wire failures with the electric soldering iron.</li> </ol> <p><b>2.0. Principles:</b>  The person must be able to explain the principles of:</p> <ol style="list-style-type: none"> <li>2.1. Using the multimeter;</li> <li>2.2. Using the electric soldering iron.</li> </ol> <p><b>3.0. Theories:</b>  The person must be able to explain:</p> <ol style="list-style-type: none"> <li>3.1. ICT terminal maintenance specifications;</li> <li>3.2. Simple failure maintenance of ICT terminals.</li> </ol> <p><b>4.0. Essential skills:</b></p> <ol style="list-style-type: none"> <li>4.1. Problem solving skills;</li> <li>4.2. Communication skills;</li> <li>4.3. Report writing skills;</li> <li>4.4. Analytical skills;</li> <li>4.5. Interpersonal skills;</li> <li>4.6. Teamwork skills.</li> </ol> <p><b>5.0. Mathematical skills</b></p> <ol style="list-style-type: none"> <li>5.1. Algebra.</li> </ol>	
<b>DESCRIPTION OF END PRODUCTS/SERVICE</b>		Wire hardware failures of ICT terminals can be repaired and eliminated with the electric soldering iron as per industry standards and national ICT governance guidelines.	
<b>CIRCUMSTANTIAL KNOWLEDGE</b>		<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. Knowledge of ICT terminal hardware;</li> <li>2. Knowledge of ICT terminal software;</li> <li>3. Safety production knowledge of ICT terminals.</li> </ol>	

<b>OCCUPATION</b>	IT TECHNOLOGIST	<b>OCCUPATION CODE</b>	
<b>DUTY TITLE</b>	MAINTAIN ICT DEVICES (PRIMARY-LEVEL)	<b>DUTY NO.</b>	406
<b>TASK TITLE</b>	INSPECT THE ICT DEVICE AND FILL IN THE FAILURE WORK ORDER	<b>TASK NO.</b>	4061
<b>PERFORMANCE CRITERIA</b>	The person performing this task must be able to inspect the ICT device and fill in the failure work order as per industry standards and national ICT governance guidelines.		
<b>RANGE STATEMENT</b>	<p>This task can be performed in a workshop or at the client's site.  The following equipment and tools should be available:</p> <ol style="list-style-type: none"> <li>1. Computer;</li> <li>2. ICT device;</li> <li>3. Maintenance tools of ICT devices;</li> <li>4. Relevant product manuals;</li> <li>5. Related guides.</li> </ol> <p>This person shall work under minimum supervision.</p>		
<b>EVIDENCE REQUIREMENTS</b>			
<b>PRACTICAL PERFORMANCE</b>		<b>UNDERPINNING KNOWLEDGE</b>	
<p>The person performing this task must be able to do the following:</p> <ol style="list-style-type: none"> <li>1. Conduct the primary maintenance of ICT device;</li> <li>2. Use ICT device product manual;</li> <li>3. Use basic software and hardware maintenance tools;</li> <li>4. Use site management tools;</li> <li>5. Observe health and safety precautions at work;</li> <li>6. Clean workplace;</li> <li>7. Store tools.</li> </ol>		<p>Detailed knowledge about:</p> <p><b>1.0. Methods</b>  The person must be able to explain how to:</p> <ol style="list-style-type: none"> <li>1.1. Inspect the ICT device as per the maintenance operation plan;</li> <li>1.2. Identify ICT device alarm information;</li> <li>1.3. Fill in the work order of the equipment failure.</li> </ol> <p><b>2.0. Principles:</b>  The person must be able to explain the principles of:</p> <ol style="list-style-type: none"> <li>2.1. Daily inspection items and requirements;</li> <li>2.2. Checking and identifying device alarm information;</li> <li>2.3. Filling in the work order of the equipment failure.</li> </ol> <p><b>3.0. Theories:</b>  The person must be able to explain:</p> <ol style="list-style-type: none"> <li>3.1. ICT device maintenance specifications;</li> <li>3.2. Site management specifications for ICT device.</li> </ol> <p><b>4.0. Essential skills:</b></p> <ol style="list-style-type: none"> <li>4.1. Problem solving skills;</li> <li>4.2. Communication skills;</li> <li>4.3. Report writing skills;</li> <li>4.4. Analytical skills;</li> <li>4.5. Interpersonal skills;</li> <li>4.6. Teamwork skills.</li> </ol> <p><b>5.0. Mathematical skills</b></p> <ol style="list-style-type: none"> <li>5.1. Algebra.</li> </ol>	
<b>DESCRIPTION OF END PRODUCTS/SERVICE</b>		The ICT device can be inspected and the failure work order can be filled in as per industry standards and national ICT governance guidelines.	
<b>CIRCUMSTANTIAL KNOWLEDGE</b>		<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. Knowledge of ICT device hardware;</li> <li>2. Knowledge of ICT device software;</li> <li>3. Safety production knowledge of ICT devices.</li> </ol>	

<b>OCCUPATION</b>	IT TECHNOLOGIST	<b>OCCUPATION CODE</b>	
<b>DUTY TITLE</b>	MAINTAIN ICT DEVICES (PRIMARY-LEVEL)	<b>DUTY NO.</b>	406
<b>TASK TITLE</b>	MAINTAIN ICT DEVICES AND MANAGE OPERATION RECORDS	<b>TASK NO.</b>	4062
<b>PERFORMANCE CRITERIA</b>	The person performing this task must be able to maintain ICT devices and manage operation records as per industry standards and national ICT governance guidelines.		
<b>RANGE STATEMENT</b>	<p>This task can be performed in a workshop or at the client's site.  The following equipment and tools should be available:</p> <ol style="list-style-type: none"> <li>1. Computer;</li> <li>2. ICT device;</li> <li>3. Maintenance tools of ICT devices;</li> <li>4. Relevant product manuals;</li> <li>5. Related guides.</li> </ol> <p>This person shall work under minimum supervision.</p>		
<b>EVIDENCE REQUIREMENTS</b>			
<b>PRACTICAL PERFORMANCE</b>		<b>UNDERPINNING KNOWLEDGE</b>	
<p>The person performing this task must be able to do the following:</p> <ol style="list-style-type: none"> <li>1. Conduct the primary maintenance of ICT device;</li> <li>2. Use ICT device product manual;</li> <li>3. Use basic software and hardware maintenance tools;</li> <li>4. Use site management tools;</li> <li>5. Observe health and safety precautions at work;</li> <li>6. Clean workplace;</li> <li>7. Store tools.</li> </ol>		<p>Detailed knowledge about:</p> <p><b>1.0. Methods</b>  The person must be able to explain how to:</p> <ol style="list-style-type: none"> <li>1.1. Maintain ICT devices as per the maintenance operation plan;</li> <li>1.2. Fill in or upload the maintenance operation data.</li> </ol> <p><b>2.0. Principles:</b>  The person must be able to explain the principles of:</p> <ol style="list-style-type: none"> <li>2.1. Daily maintenance items and requirements;</li> <li>2.2. Filling in or uploading the maintenance operation data.</li> </ol> <p><b>3.0. Theories:</b>  The person must be able to explain:</p> <ol style="list-style-type: none"> <li>3.1. ICT device maintenance specifications;</li> <li>3.2. Site management specifications for ICT device.</li> </ol> <p><b>4.0. Essential skills:</b></p> <ol style="list-style-type: none"> <li>4.1. Problem solving skills;</li> <li>4.2. Communication skills;</li> <li>4.3. Report writing skills;</li> <li>4.4. Analytical skills;</li> <li>4.5. Interpersonal skills;</li> <li>4.6. Teamwork skills.</li> </ol> <p><b>5.0. Mathematical skills</b></p> <ol style="list-style-type: none"> <li>5.1. Algebra.</li> </ol>	
<b>DESCRIPTION OF END PRODUCTS/SERVICE</b>		The ICT device can be maintained and operation records can be managed as per industry standards and national ICT governance guidelines.	
<b>CIRCUMSTANTIAL KNOWLEDGE</b>		<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. Knowledge of ICT device hardware;</li> <li>2. Knowledge of ICT device software;</li> <li>3. Safety production knowledge of ICT devices.</li> </ol>	

<b>OCCUPATION</b>	IT TECHNOLOGIST	<b>OCCUPATION CODE</b>	
<b>DUTY TITLE</b>	MAINTAIN ICT DEVICES (PRIMARY-LEVEL)	<b>DUTY NO.</b>	406
<b>TASK TITLE</b>	MANAGE ICT DEVICE SITES AND FILL IN THE SAFETY ACCOUNT	<b>TASK NO.</b>	4063
<b>PERFORMANCE CRITERIA</b>	The person performing this task must be able to manage ICT device sites and fill in the safety account as per industry standards and national ICT governance guidelines.		
<b>RANGE STATEMENT</b>	<p>This task can be performed in a workshop or at the client's site.  The following equipment and tools should be available:</p> <ol style="list-style-type: none"> <li>1. Computer;</li> <li>2. ICT device;</li> <li>3. Maintenance tools of ICT devices;</li> <li>4. Relevant product manuals;</li> <li>5. Related guides.</li> </ol> <p>This person shall work under minimum supervision.</p>		
<b>EVIDENCE REQUIREMENTS</b>			
<b>PRACTICAL PERFORMANCE</b>		<b>UNDERPINNING KNOWLEDGE</b>	
<p>The person performing this task must be able to do the following:</p> <ol style="list-style-type: none"> <li>1. Conduct the primary maintenance of ICT device;</li> <li>2. Use ICT device product manual;</li> <li>3. Use basic software and hardware maintenance tools;</li> <li>4. Use site management tools;</li> <li>5. Observe health and safety precautions at work;</li> <li>6. Clean workplace;</li> <li>7. Store tools.</li> </ol>		<p>Detailed knowledge about:</p> <p><b>1.0. Methods</b>  The person must be able to explain how to:</p> <ol style="list-style-type: none"> <li>1.1. Check the site environment of ICT device room;</li> <li>1.2. Complete the site management;</li> <li>1.3. Fill in the site safety management account.</li> </ol> <p><b>2.0. Principles:</b>  The person must be able to explain the principles of:</p> <ol style="list-style-type: none"> <li>2.1. Site environment requirements for ICT device room;</li> <li>2.2. Site management regulations for ICT device room;</li> <li>2.3. Site safety regulations for ICT device room.</li> </ol> <p><b>3.0. Theories:</b>  The person must be able to explain:</p> <ol style="list-style-type: none"> <li>3.1. ICT device maintenance specifications;</li> <li>3.2. Site management specifications for ICT device.</li> </ol> <p><b>4.0. Essential skills:</b></p> <ol style="list-style-type: none"> <li>4.1. Problem solving skills;</li> <li>4.2. Communication skills;</li> <li>4.3. Report writing skills;</li> <li>4.4. Analytical skills;</li> <li>4.5. Interpersonal skills;</li> <li>4.6. Teamwork skills.</li> </ol> <p><b>5.0. Mathematical skills</b></p> <ol style="list-style-type: none"> <li>5.1. Algebra.</li> </ol>	
<b>DESCRIPTION OF END PRODUCTS/SERVICE</b>		The ICT device site can be managed and the safety account can be filled in as per industry standards and national ICT governance guidelines.	
<b>CIRCUMSTANTIAL KNOWLEDGE</b>		<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. Knowledge of ICT device hardware;</li> <li>2. Knowledge of ICT device software;</li> <li>3. Safety production knowledge of ICT devices.</li> </ol>	

<b>OCCUPATION</b>	IT TECHNOLOGIST	<b>OCCUPATION CODE</b>	
<b>DUTY TITLE</b>	ASSEMBLE AND MAINTAIN COMPUTERS	<b>DUTY NO.</b>	407
<b>TASK TITLE</b>	INSTALL AND MAINTAIN COMPUTERS	<b>TASK NO.</b>	4071
<b>PERFORMANCE CRITERIA</b>	The person performing this task must be able to install and maintain PCs as per industry standards and national ICT governance guidelines.		
<b>RANGE STATEMENT</b>	<p>This task can be performed in a workshop or at the client's site.  The following equipment and tools should be available:</p> <ol style="list-style-type: none"> <li>1. Computer;</li> <li>2. Basic computer software and hardware tools;</li> <li>3. Relevant product manuals;</li> <li>4. Related guides;</li> </ol> <p>This person shall work under minimum supervision.</p>		
<b>EVIDENCE REQUIREMENTS</b>			
<b>PRACTICAL PERFORMANCE</b>		<b>UNDERPINNING KNOWLEDGE</b>	
<p>The person performing this task must be able to do the following:</p> <ol style="list-style-type: none"> <li>1. Assemble and maintain computers;</li> <li>2. Use computer product manuals;</li> <li>3. Use basic computer software and hardware tools;</li> <li>4. Use site management tools;</li> <li>5. Observe health and safety precautions at work;</li> <li>6. Clean workplace;</li> <li>7. Store tools.</li> </ol>		<p>Detailed knowledge about:</p> <p><b>1.0. Methods</b>  The person must be able to explain how to:</p> <ol style="list-style-type: none"> <li>1.1 Install PC mainframe and accessories;</li> <li>1.2 Wired connection of the PC mainframe and conventional equipment;</li> <li>1.3 Install computer hardware drivers;</li> <li>1.4 Routine maintenance of computers.</li> </ol> <p><b>2.0. Principles:</b>  The person must be able to explain the principles of:</p> <ol style="list-style-type: none"> <li>2.1 PC installation and use;</li> <li>2.2 Routine maintenance of PCs.</li> </ol> <p><b>3.0. Theories:</b>  The person must be able to explain:</p> <ol style="list-style-type: none"> <li>3.1 Computer assembly specifications;</li> <li>3.2 Computer maintenance specifications;</li> <li>3.3 Computer site management specifications.</li> </ol> <p><b>4.0. Essential skills:</b></p> <ol style="list-style-type: none"> <li>4.1. Problem solving skills;</li> <li>4.2. Communication skills;</li> <li>4.3. Report writing skills;</li> <li>4.4. Analytical skills;</li> <li>4.5. Interpersonal skills;</li> <li>4.6. Teamwork skills.</li> </ol> <p><b>5.0. Mathematical skills</b></p> <ol style="list-style-type: none"> <li>5.1. Algebra.</li> </ol>	
<b>DESCRIPTION OF END PRODUCTS/SERVICE</b>		PCs are installed and maintained as per industry standards and national ICT governance guidelines.	
<b>CIRCUMSTANTIAL KNOWLEDGE</b>		<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. Computer hardware knowledge;</li> <li>2. Computer software knowledge;</li> <li>3. Computer safety production knowledge.</li> </ol>	

<b>OCCUPATION</b>	IT TECHNOLOGIST	<b>OCCUPATION CODE</b>	
<b>DUTY TITLE</b>	ASSEMBLE AND MAINTAIN COMPUTERS	<b>DUTY NO.</b>	407
<b>TASK TITLE</b>	LOCATE COMPUTER FAULTS	<b>TASK NO.</b>	4072
<b>PERFORMANCE CRITERIA</b>	The person performing this task must be able to locate PC faults as per industry standards and national ICT governance guidelines.		
<b>RANGE STATEMENT</b>	<p>This task can be performed in a workshop or at the client's site.  The following equipment and tools should be available:</p> <ol style="list-style-type: none"> <li>1. Computer;</li> <li>2. Basic computer software and hardware tools;</li> <li>3. Relevant product manuals;</li> <li>4. Related guides.</li> </ol> <p>This person shall work under minimum supervision.</p>		
<b>EVIDENCE REQUIREMENTS</b>			
<b>PRACTICAL PERFORMANCE</b>		<b>UNDERPINNING KNOWLEDGE</b>	
<p>The person performing this task must be able to do the following:</p> <ol style="list-style-type: none"> <li>1. Assemble and maintain computers;</li> <li>2. Use computer product manuals;</li> <li>3. Use basic computer software and hardware tools;</li> <li>4. Use site management tools;</li> <li>5. Observe health and safety precautions at work;</li> <li>6. Clean workplace;</li> <li>7. Store tools.</li> </ol>		<p>Detailed knowledge about:</p> <p><b>1.0. Methods</b>  The person must be able to explain how to:</p> <ol style="list-style-type: none"> <li>1.1 Take anti-static measures;</li> <li>1.2 Identify the cause of faults based on indicator lights, information alerts, and alarm sounds;</li> <li>1.3 Use the replacement method to confirm the status of the PC mainframe or accessories;</li> <li>1.4 Fill in computer repair service orders.</li> </ol> <p><b>2.0. Principles:</b>  The person must be able to explain the principles of:</p> <ol style="list-style-type: none"> <li>2.1 Use specifications for anti-static tools and equipment;</li> <li>2.2 Common computer troubleshooting;</li> <li>2.3 Computer accessories disassembly and assembly specifications.</li> </ol> <p><b>3.0. Theories:</b>  The person must be able to explain:</p> <ol style="list-style-type: none"> <li>3.1 Computer assembly specifications;</li> <li>3.2 Computer maintenance specifications;</li> <li>3.3 Computer site management specifications.</li> </ol> <p><b>4.0. Essential skills:</b></p> <ol style="list-style-type: none"> <li>4.1. Problem solving skills;</li> <li>4.2. Communication skills;</li> <li>4.3. Report writing skills;</li> <li>4.4. Analytical skills;</li> <li>4.5. Interpersonal skills;</li> <li>4.6. Teamwork skills.</li> </ol> <p><b>5.0. Mathematical skills</b></p> <ol style="list-style-type: none"> <li>5.1. Algebra.</li> </ol>	
<b>DESCRIPTION OF END PRODUCTS/SERVICE</b>		PC faults are located as per industry standards and national ICT governance guidelines.	
<b>CIRCUMSTANTIAL KNOWLEDGE</b>		<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. Computer hardware knowledge;</li> <li>2. Computer software knowledge;</li> <li>3. Computer safety production knowledge.</li> </ol>	

<b>OCCUPATION</b>	IT TECHNOLOGIST	<b>OCCUPATION CODE</b>	
<b>DUTY TITLE</b>	ASSEMBLE AND MAINTAIN COMPUTERS	<b>DUTY NO.</b>	407
<b>TASK TITLE</b>	REPAIR COMPUTER FAULTS	<b>TASK NO.</b>	4073
<b>PERFORMANCE CRITERIA</b>	The person performing this task must be able to repair PC faults as per industry standards and national ICT governance guidelines.		
<b>RANGE STATEMENT</b>	<p>This task can be performed in a workshop or at the client's site.</p> <p>The following equipment and tools should be available:</p> <ol style="list-style-type: none"> <li>1. Computer;</li> <li>2. Basic computer software and hardware tools;</li> <li>3. Relevant product manuals;</li> <li>4. Related guides.</li> </ol> <p>This person shall work under minimum supervision.</p>		
<b>EVIDENCE REQUIREMENTS</b>			
<b>PRACTICAL PERFORMANCE</b>		<b>UNDERPINNING KNOWLEDGE</b>	
<p>The person performing this task must be able to do the following:</p> <ol style="list-style-type: none"> <li>1. Assemble and maintain computers;</li> <li>2. Use computer product manuals;</li> <li>3. Use basic computer software and hardware tools;</li> <li>4. Use site management tools;</li> <li>5. Observe health and safety precautions at work;</li> <li>6. Clean workplace;</li> <li>7. Store tools.</li> </ol>		<p>Detailed knowledge about:</p> <p><b>1.0. Methods</b> The person must be able to explain how to:</p> <ol style="list-style-type: none"> <li>1.1 Replace faulty PC accessories;</li> <li>1.2 Check and repair PC operating systems and application software;</li> <li>1.3 Fill in computer repair service orders.</li> </ol> <p><b>2.0. Principles:</b> The person must be able to explain the principles of:</p> <ol style="list-style-type: none"> <li>2.1 Replacement method of troubleshooting PC accessories;</li> <li>2.2 Installation specifications for computer operating system and application software;</li> <li>2.3 Endurance test process for the whole computer.</li> </ol> <p><b>3.0. Theories:</b> The person must be able to explain:</p> <ol style="list-style-type: none"> <li>3.1 Computer assembly specifications;</li> <li>3.2 Computer maintenance specifications;</li> <li>3.3 Computer site management specifications.</li> </ol> <p><b>4.0. Essential skills:</b></p> <ol style="list-style-type: none"> <li>4.1. Problem solving skills;</li> <li>4.2. Communication skills;</li> <li>4.3. Report writing skills;</li> <li>4.4. Analytical skills;</li> <li>4.5. Interpersonal skills;</li> <li>4.6. Teamwork skills.</li> </ol> <p><b>5.0. Mathematical skills</b></p> <ol style="list-style-type: none"> <li>5.1. Algebra.</li> </ol>	
<b>DESCRIPTION OF END PRODUCTS/SERVICE</b>		PC faults are repaired as per industry standards and national ICT governance guidelines.	
<b>CIRCUMSTANTIAL KNOWLEDGE</b>		<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. Computer hardware knowledge;</li> <li>2. Computer software knowledge;</li> <li>3. Computer safety production knowledge.</li> </ol>	

<b>OCCUPATION</b>	IT TECHNOLOGIST	<b>OCCUPATION CODE</b>	
<b>DUTY TITLE</b>	ASSEMBLE AND MAINTAIN COMPUTERS	<b>DUTY NO.</b>	407
<b>TASK TITLE</b>	TEST AND DETECT COMPUTERS	<b>TASK NO.</b>	4074
<b>PERFORMANCE CRITERIA</b>	The person performing this task must be able to test PCs and detect them as per industry standards and national ICT governance guidelines.		
<b>RANGE STATEMENT</b>	<p>This task can be performed in a workshop or at the client's site.  The following equipment and tools should be available:</p> <ol style="list-style-type: none"> <li>1. Computer;</li> <li>2. Basic computer software and hardware tools;</li> <li>3. Relevant product manuals;</li> <li>4. Related guides.</li> </ol> <p>This person shall work under minimum supervision.</p>		
<b>EVIDENCE REQUIREMENTS</b>			
<b>PRACTICAL PERFORMANCE</b>		<b>UNDERPINNING KNOWLEDGE</b>	
<p>The person performing this task must be able to do the following:</p> <ol style="list-style-type: none"> <li>1. Assemble and maintain computers;</li> <li>2. Use computer product manuals;</li> <li>3. Use basic computer software and hardware tools;</li> <li>4. Use site management tools;</li> <li>5. Observe health and safety precautions at work;</li> <li>6. Clean workplace;</li> <li>7. Store tools.</li> </ol>		<p>Detailed knowledge about:</p> <p><b>1.0. Methods</b>  The person must be able to explain how to:</p> <ol style="list-style-type: none"> <li>1.1 Confirm that the appearance of the repaired PC is intact;</li> <li>1.2 Clean the appearance of the repaired PC;</li> <li>1.3 Test the functionality of the repaired PC;</li> <li>1.4 Fill in computer repair service orders.</li> </ol> <p><b>2.0. Principles:</b>  The person must be able to explain the principles of:</p> <ol style="list-style-type: none"> <li>2.1 Standards for cleaning the appearance of the repaired PC;</li> <li>2.2 Testing procedures after PC repair.</li> </ol> <p><b>3.0. Theories:</b>  The person must be able to explain:</p> <ol style="list-style-type: none"> <li>3.1 Computer assembly specifications;</li> <li>3.2 Computer maintenance specifications;</li> <li>3.3 Computer site management specifications.</li> </ol> <p><b>4.0. Essential skills:</b></p> <ol style="list-style-type: none"> <li>4.1. Problem solving skills;</li> <li>4.2. Communication skills;</li> <li>4.3. Report writing skills;</li> <li>4.4. Analytical skills;</li> <li>4.5. Interpersonal skills;</li> <li>4.6. Teamwork skills.</li> </ol> <p><b>5.0. Mathematical skills</b></p> <ol style="list-style-type: none"> <li>5.1. Algebra.</li> </ol>	
<b>DESCRIPTION OF END PRODUCTS/SERVICE</b>		PCs are tested and detected as per industry standards and national ICT governance guidelines.	
<b>CIRCUMSTANTIAL KNOWLEDGE</b>		<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. Computer hardware knowledge;</li> <li>2. Computer software knowledge;</li> <li>3. Computer safety production knowledge.</li> </ol>	

<b>OCCUPATION</b>	IT TECHNOLOGIST	<b>OCCUPATION CODE</b>	
<b>DUTY TITLE</b>	USE ROUTERS AND ROUTING TECHNIQUES (PRIMARY)	<b>DUTY NO.</b>	408
<b>TASK TITLE</b>	CORRECTLY SELECT CABLE CONNECTION DEVICES	<b>TASK NO.</b>	4081
<b>PERFORMANCE CRITERIA</b>	The person performing this task must be able to correctly select cable connection devices as per industry standards and national ICT governance guidelines.		
<b>RANGE STATEMENT</b>	<p>This task can be performed in an office environment or on a client site.  The following equipment and tools should be available:</p> <ol style="list-style-type: none"> <li>1. Computer;</li> <li>2. Router;</li> <li>3. Relevant product manuals;</li> <li>4. Related guides.</li> </ol> <p>This person shall work under minimum supervision.</p>		
<b>EVIDENCE REQUIREMENTS</b>			
<b>PRACTICAL PERFORMANCE</b>		<b>UNDERPINNING KNOWLEDGE</b>	
<p>The person performing this task must be able to do the following:</p> <ol style="list-style-type: none"> <li>1. Use the router for basic tasks;</li> <li>2. Use the router product manual;</li> <li>3. Use site management tools;</li> <li>4. Observe health and safety precautions at work;</li> <li>5. Clean workplace;</li> <li>6. Store tools.</li> </ol>		<p>Detailed knowledge about:</p> <p><b>1.0. Methods</b>  The person must be able to explain how to:</p> <ol style="list-style-type: none"> <li>1.1 Identify each wiring port of the router;</li> <li>1.2 Select cables to connect to the router.</li> </ol> <p><b>2.0. Principles:</b>  The person must be able to explain the principles of:</p> <ol style="list-style-type: none"> <li>2.1 Router wiring specifications.</li> </ol> <p><b>3.0. Theories:</b>  The person must be able to explain:</p> <ol style="list-style-type: none"> <li>3.1 Router wiring specifications;</li> <li>3.2 Router usage specifications.</li> </ol> <p><b>4.0. Essential skills:</b></p> <ol style="list-style-type: none"> <li>4.1. Problem solving skills;</li> <li>4.2. Communication skills;</li> <li>4.3. Report writing skills;</li> <li>4.4. Analytical skills;</li> <li>4.5. Interpersonal skills;</li> <li>4.6. Teamwork skills.</li> </ol> <p><b>5.0. Mathematical skills</b></p> <ol style="list-style-type: none"> <li>5.1. Algebra.</li> </ol>	
<b>DESCRIPTION OF END PRODUCTS/SERVICE</b>		Cable connection devices are correctly selected as per industry standards and national ICT governance guidelines.	
<b>CIRCUMSTANTIAL KNOWLEDGE</b>		<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. Internet knowledge;</li> <li>2. LAN knowledge;</li> <li>3. Network device knowledge.</li> </ol>	

<b>OCCUPATION</b>	IT TECHNOLOGIST	<b>OCCUPATION CODE</b>	
<b>DUTY TITLE</b>	USE ROUTERS AND ROUTING TECHNIQUES (PRIMARY)	<b>DUTY NO.</b>	408
<b>TASK TITLE</b>	SKILLFULLY SWITCH ROUTER CONFIGURATION MODES	<b>TASK NO.</b>	4082
<b>PERFORMANCE CRITERIA</b>	The person performing this task must be able to skillfully switch router configuration modes as per industry standards and national ICT governance guidelines.		
<b>RANGE STATEMENT</b>	<p>This task can be performed in an office environment or on a client site.  The following equipment and tools should be available:</p> <ol style="list-style-type: none"> <li>1. Computer;</li> <li>2. Router;</li> <li>3. Relevant product manuals;</li> <li>4. Related guides.</li> </ol> <p>This person shall work under minimum supervision.</p>		
<b>EVIDENCE REQUIREMENTS</b>			
<b>PRACTICAL PERFORMANCE</b>		<b>UNDERPINNING KNOWLEDGE</b>	
<p>The person performing this task must be able to do the following:</p> <ol style="list-style-type: none"> <li>1. Use the router for basic tasks;</li> <li>2. Use the router product manual;</li> <li>3. Use site management tools;</li> <li>4. Observe health and safety precautions at work;</li> <li>5. Clean workplace;</li> <li>6. Store tools.</li> </ol>		<p>Detailed knowledge about:</p> <p><b>1.0. Methods</b>  The person must be able to explain how to:</p> <ol style="list-style-type: none"> <li>1.1 Switch router configuration modes.</li> </ol> <p><b>2.0. Principles:</b>  The person must be able to explain the principles of:</p> <ol style="list-style-type: none"> <li>2.1 Router configuration modes.</li> </ol> <p><b>3.0. Theories:</b>  The person must be able to explain:</p> <ol style="list-style-type: none"> <li>3.1 Router wiring specifications;</li> <li>3.2 Router usage specifications.</li> </ol> <p><b>4.0. Essential skills:</b></p> <ol style="list-style-type: none"> <li>4.1. Problem solving skills;</li> <li>4.2. Communication skills;</li> <li>4.3. Report writing skills;</li> <li>4.4. Analytical skills;</li> <li>4.5. Interpersonal skills;</li> <li>4.6. Teamwork skills.</li> </ol> <p><b>5.0. Mathematical skills</b></p> <ol style="list-style-type: none"> <li>5.1. Algebra.</li> </ol>	
<b>DESCRIPTION OF END PRODUCTS/SERVICE</b>		Router configuration modes are skillfully switched as per industry standards and national ICT governance guidelines.	
<b>CIRCUMSTANTIAL KNOWLEDGE</b>		<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. Internet knowledge;</li> <li>2. LAN knowledge;</li> <li>3. Network device knowledge.</li> </ol>	

<b>OCCUPATION</b>	IT TECHNOLOGIST	<b>OCCUPATION CODE</b>	
<b>DUTY TITLE</b>	USE ROUTERS AND ROUTING TECHNIQUES (PRIMARY)	<b>DUTY NO.</b>	408
<b>TASK TITLE</b>	PERFORM BASIC CONFIGURATION OF ROUTER	<b>TASK NO.</b>	4083
<b>PERFORMANCE CRITERIA</b>	The person performing this task must be able to perform the basic configuration of the router as per industry standards and national ICT governance guidelines.		
<b>RANGE STATEMENT</b>	<p>This task can be performed in an office environment or on a client site.  The following equipment and tools should be available:</p> <ol style="list-style-type: none"> <li>1. Computer;</li> <li>2. Router;</li> <li>3. Relevant product manuals;</li> <li>4. Related guides.</li> </ol> <p>This person shall work under minimum supervision.</p>		
<b>EVIDENCE REQUIREMENTS</b>			
<b>PRACTICAL PERFORMANCE</b>		<b>UNDERPINNING KNOWLEDGE</b>	
<p>The person performing this task must be able to do the following:</p> <ol style="list-style-type: none"> <li>1. Use the router for basic tasks;</li> <li>2. Use the router product manual;</li> <li>3. Use site management tools;</li> <li>4. Observe health and safety precautions at work;</li> <li>5. Clean workplace;</li> <li>6. Store tools.</li> </ol>		<p>Detailed knowledge about:</p> <p><b>1.0. Methods</b>  The person must be able to explain how to:</p> <ol style="list-style-type: none"> <li>1.1 Configure router operating parameters.</li> </ol> <p><b>2.0. Principles:</b>  The person must be able to explain the principles of:</p> <ol style="list-style-type: none"> <li>2.1 Router operating parameters.</li> </ol> <p><b>3.0. Theories:</b>  The person must be able to explain:</p> <ol style="list-style-type: none"> <li>3.1 Router wiring specifications;</li> <li>3.2 Router usage specifications.</li> </ol> <p><b>4.0. Essential skills:</b></p> <ol style="list-style-type: none"> <li>4.1. Problem solving skills;</li> <li>4.2. Communication skills;</li> <li>4.3. Report writing skills;</li> <li>4.4. Analytical skills;</li> <li>4.5. Interpersonal skills;</li> <li>4.6. Teamwork skills.</li> </ol> <p><b>5.0. Mathematical skills</b></p> <ol style="list-style-type: none"> <li>5.1. Algebra.</li> </ol>	
<b>DESCRIPTION OF END PRODUCTS/SERVICE</b>		Router basic configurations are performed as per industry standards and national ICT governance guidelines.	
<b>CIRCUMSTANTIAL KNOWLEDGE</b>		<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. Internet knowledge;</li> <li>2. LAN knowledge;</li> <li>3. Network device knowledge.</li> </ol>	

<b>OCCUPATION</b>	IT TECHNOLOGIST	<b>OCCUPATION CODE</b>	
<b>DUTY TITLE</b>	IMPLEMENT PROJECT INTEGRATED CABLING (PRIMARY)	<b>DUTY NO.</b>	409
<b>TASK TITLE</b>	DESIGN INTEGRATED CABLING SYSTEMS	<b>TASK NO.</b>	4091
<b>PERFORMANCE CRITERIA</b>	The person performing this task must be able to design integrated cabling systems as per industry standards and national ICT governance guidelines.		
<b>RANGE STATEMENT</b>	<p>This task can be performed in an office environment, in a workshop, or at the client's site.</p> <p>The following equipment and tools should be available:</p> <ol style="list-style-type: none"> <li>1. Computer;</li> <li>2. Network engineering cables;</li> <li>3. Integrated cabling tools;</li> <li>4. Related guides.</li> </ol> <p>This person shall work under minimum supervision.</p>		
<b>EVIDENCE REQUIREMENTS</b>			
<b>PRACTICAL PERFORMANCE</b>		<b>UNDERPINNING KNOWLEDGE</b>	
<p>The person performing this task must be able to do the following:</p> <ol style="list-style-type: none"> <li>1. Implement basic integrated cabling projects;</li> <li>2. Use integrated cabling construction specifications;</li> <li>3. Use site management tools;</li> <li>4. Observe health and safety precautions at work;</li> <li>5. Clean workplace;</li> <li>6. Store tools.</li> </ol>		<p>Detailed knowledge about:</p> <p><b>1.0. Methods</b> The person must be able to explain how to:</p> <ol style="list-style-type: none"> <li>1.1 Read equipment installation drawings;</li> <li>1.2 Design integrated cabling systems.</li> </ol> <p><b>2.0. Principles:</b> The person must be able to explain the principles of:</p> <ol style="list-style-type: none"> <li>2.1 Equipment installation specifications;</li> <li>2.2 Design specifications for integrated cabling systems.</li> </ol> <p><b>3.0. Theories:</b> The person must be able to explain:</p> <ol style="list-style-type: none"> <li>3.1 Network engineering site specifications;</li> <li>3.2 Integrated cabling construction specifications.</li> </ol> <p><b>4.0. Essential skills:</b></p> <ol style="list-style-type: none"> <li>4.1. Problem solving skills;</li> <li>4.2. Communication skills;</li> <li>4.3. Report writing skills;</li> <li>4.4. Analytical skills;</li> <li>4.5. Interpersonal skills;</li> <li>4.6. Teamwork skills.</li> </ol> <p><b>5.0. Mathematical skills</b></p> <ol style="list-style-type: none"> <li>5.1. Algebra.</li> </ol>	
<b>DESCRIPTION OF END PRODUCTS/SERVICE</b>		Integrated cabling systems are designed as per industry standards and national ICT governance guidelines.	
<b>CIRCUMSTANTIAL KNOWLEDGE</b>		<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. Network device knowledge;</li> <li>2. Knowledge of integrated cabling.</li> </ol>	

<b>OCCUPATION</b>	IT TECHNOLOGIST	<b>OCCUPATION CODE</b>	
<b>DUTY TITLE</b>	IMPLEMENT PROJECT INTEGRATED CABLING (PRIMARY)	<b>DUTY NO.</b>	409
<b>TASK TITLE</b>	PIPE TRENCH ROUTING AND EQUIPMENT ROOM CONSTRUCTION	<b>TASK NO.</b>	4092
<b>PERFORMANCE CRITERIA</b>	The person performing this task must be able to complete pipe trench routing and equipment room construction as per industry standards and national ICT governance guidelines.		
<b>RANGE STATEMENT</b>	<p>This task can be performed in an office environment, in a workshop, or at the client's site.</p> <p>The following equipment and tools should be available:</p> <ol style="list-style-type: none"> <li>1. Computer;</li> <li>2. Network engineering cables;</li> <li>3. Integrated cabling tools;</li> <li>4. Related guides.</li> </ol> <p>This person shall work under minimum supervision.</p>		
<b>EVIDENCE REQUIREMENTS</b>			
<b>PRACTICAL PERFORMANCE</b>	<b>UNDERPINNING KNOWLEDGE</b>		
<p>The person performing this task must be able to do the following:</p> <ol style="list-style-type: none"> <li>1. Implement basic integrated cabling projects;</li> <li>2. Use integrated cabling construction specifications;</li> <li>3. Use site management tools;</li> <li>4. Observe health and safety precautions at work;</li> <li>5. Clean workplace;</li> <li>6. Store tools.</li> </ol>	<p>Detailed knowledge about:</p> <p><b>1.0. Methods</b> The person must be able to explain how to:</p> <ol style="list-style-type: none"> <li>1.1 Install pipe trench routing;</li> <li>1.2 Complete equipment room construction.</li> </ol> <p><b>2.0. Principles:</b> The person must be able to explain the principles of:</p> <ol style="list-style-type: none"> <li>2.1 Specification for installation of pipe trench routing;</li> <li>2.2 Equipment room construction specifications.</li> </ol> <p><b>3.0. Theories:</b> The person must be able to explain:</p> <ol style="list-style-type: none"> <li>3.1 Network engineering site specifications;</li> <li>3.2 Integrated cabling construction specifications.</li> </ol> <p><b>4.0. Essential skills:</b></p> <ol style="list-style-type: none"> <li>4.1. Problem solving skills;</li> <li>4.2. Communication skills;</li> <li>4.3. Report writing skills;</li> <li>4.4. Analytical skills;</li> <li>4.5. Interpersonal skills;</li> <li>4.6 Teamwork skills.</li> </ol> <p><b>5.0. Mathematical skills</b></p> <ol style="list-style-type: none"> <li>5.1. Algebra.</li> </ol>		
<b>DESCRIPTION OF END PRODUCTS/SERVICE</b>	Pipe trench routing and equipment room construction are completed as per industry standards and national ICT governance guidelines.		
<b>CIRCUMSTANTIAL KNOWLEDGE</b>	<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. Network device knowledge;</li> <li>2. Knowledge of integrated cabling.</li> </ol>		

<b>OCCUPATION</b>	IT TECHNOLOGIST	<b>OCCUPATION CODE</b>	
<b>DUTY TITLE</b>	ACCEPT AND DELIVER OPERATIONS (PRIMARY)	<b>DUTY NO.</b>	410
<b>TASK TITLE</b>	ENTERTAIN CLIENTS OF HOUSEHOLD IT DEVICES	<b>TASK NO.</b>	4101
<b>PERFORMANCE CRITERIA</b>	The person performing this task must be able to entertain clients of household IT devices as per industry standards and national ICT governance guidelines.		
<b>RANGE STATEMENT</b>	<p>This task can be performed in an office environment, or at the client's site.</p> <p>The following equipment and tools should be available:</p> <ol style="list-style-type: none"> <li>1. Computer;</li> <li>2. Client service management system;</li> <li>3. Relevant product manuals;</li> <li>4. Related guides.</li> </ol> <p>This person shall work under minimum supervision.</p>		
<b>EVIDENCE REQUIREMENTS</b>			
<b>PRACTICAL PERFORMANCE</b>		<b>UNDERPINNING KNOWLEDGE</b>	
<p>The person performing this task must be able to do the following:</p> <ol style="list-style-type: none"> <li>1. Accept and deliver household IT device client business;</li> <li>2. Use product manuals;</li> <li>3. Use basic software and hardware tools;</li> <li>4. Use client service management systems;</li> <li>5. Observe health and safety precautions at work;</li> <li>6. Clean workplace;</li> <li>7. Store tools.</li> </ol>		<p>Detailed knowledge about:</p> <p><b>1.0. Methods</b> The person must be able to explain how to:</p> <ol style="list-style-type: none"> <li>1.1 Communicate with clients remotely or on-site;</li> <li>1.2 Instruct clients in the use of household IT devices;</li> <li>1.3 Explain service policies and procedures.</li> </ol> <p><b>2.0. Principles:</b> The person must be able to explain the principles of:</p> <ol style="list-style-type: none"> <li>2.1 Service specifications for the IT industry;</li> <li>2.2 FAQs for household IT devices;</li> <li>2.3 Service regulations for household IT devices.</li> </ol> <p><b>3.0. Theories:</b> The person must be able to explain:</p> <ol style="list-style-type: none"> <li>3.1 Service specifications for the IT industry;</li> <li>3.2 IT terminology;</li> <li>3.3 Service regulations for household IT devices.</li> </ol> <p><b>4.0. Essential skills:</b></p> <ol style="list-style-type: none"> <li>4.1. Problem solving skills;</li> <li>4.2. Communication skills;</li> <li>4.3. Report writing skills;</li> <li>4.4. Analytical skills;</li> <li>4.5. Interpersonal skills;</li> <li>4.6 Teamwork skills.</li> </ol> <p><b>5.0. Mathematical skills</b></p> <ol style="list-style-type: none"> <li>5.1. Algebra.</li> </ol>	
<b>DESCRIPTION OF END PRODUCTS/SERVICE</b>		Clients of household IT devices are entertained as per industry standards and national ICT governance guidelines.	
<b>CIRCUMSTANTIAL KNOWLEDGE</b>		<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. IT device hardware knowledge;</li> <li>2. IT device software knowledge;</li> <li>3. IT device safety production knowledge.</li> </ol>	

<b>OCCUPATION</b>	IT TECHNOLOGIST	<b>OCCUPATION CODE</b>	
<b>DUTY TITLE</b>	ACCEPT AND DELIVER OPERATIONS (PRIMARY)	<b>DUTY NO.</b>	410
<b>TASK TITLE</b>	ACCEPT HOUSEHOLD IT DEVICE BUSINESS	<b>TASK NO.</b>	4102
<b>PERFORMANCE CRITERIA</b>	The person performing this task must be able to accept household IT device business as per industry standards and national ICT governance guidelines.		
<b>RANGE STATEMENT</b>	<p>This task can be performed in an office environment, or at the client's site.  The following equipment and tools should be available:</p> <ol style="list-style-type: none"> <li>1. Computer;</li> <li>2. Client service management system;</li> <li>3. Relevant product manuals;</li> <li>4. Related guides.</li> </ol> <p>This person shall work under minimum supervision.</p>		
<b>EVIDENCE REQUIREMENTS</b>			
<b>PRACTICAL PERFORMANCE</b>		<b>UNDERPINNING KNOWLEDGE</b>	
<p>The person performing this task must be able to do the following:</p> <ol style="list-style-type: none"> <li>1. Accept and deliver household IT device client business;</li> <li>2. Use product manuals;</li> <li>3. Use basic software and hardware tools;</li> <li>4. Use client service management systems;</li> <li>5. Observe health and safety precautions at work;</li> <li>6. Clean workplace;</li> <li>7. Store tools.</li> </ol>		<p>Detailed knowledge about:</p> <p><b>1.0. Methods</b>  The person must be able to explain how to:</p> <ol style="list-style-type: none"> <li>1.1 Prepare the client service environment;</li> <li>1.2 Guide clients to fill in service claim information;</li> <li>1.3 Test household IT devices and record phenomena.</li> </ol> <p><b>2.0. Principles:</b>  The person must be able to explain the principles of:</p> <ol style="list-style-type: none"> <li>2.1 Service specifications for the IT industry;</li> <li>2.2 Operating specifications for the client service management system;</li> <li>2.3 Testing procedures for household IT devices.</li> </ol> <p><b>3.0. Theories:</b>  The person must be able to explain:</p> <ol style="list-style-type: none"> <li>3.1 Service specifications for the IT industry;</li> <li>3.2 IT terminology;</li> <li>3.3 Service regulations for household IT devices.</li> </ol> <p><b>4.0. Essential skills:</b></p> <ol style="list-style-type: none"> <li>4.1. Problem solving skills;</li> <li>4.2. Communication skills;</li> <li>4.3. Report writing skills;</li> <li>4.4. Analytical skills;</li> <li>4.5. Interpersonal skills;</li> <li>4.6. Teamwork skills.</li> </ol> <p><b>5.0. Mathematical skills</b></p> <ol style="list-style-type: none"> <li>5.1. Algebra.</li> </ol>	
<b>DESCRIPTION OF END PRODUCTS/SERVICE</b>		Household IT device businesses are accepted as per industry standards and national ICT governance guidelines.	
<b>CIRCUMSTANTIAL KNOWLEDGE</b>		<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. IT device hardware knowledge;</li> <li>2. IT device software knowledge;</li> <li>3. IT device safety production knowledge.</li> </ol>	

<b>OCCUPATION</b>	IT TECHNOLOGIST	<b>OCCUPATION</b>	
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<b>DUTY TITLE</b>	ACCEPT AND DELIVER OPERATIONS (PRIMARY)	<b>DUTY NO.</b>	410
<b>TASK TITLE</b>	DELIVER HOUSEHOLD IT DEVICE BUSINESS	<b>TASK NO.</b>	4103
<b>PERFORMANCE CRITERIA</b>	The person performing this task must be able to deliver household IT device business as per industry standards and national ICT governance guidelines.		
<b>RANGE STATEMENT</b>	<p>This task can be performed in an office environment, or at the client's site. The following equipment and tools should be available:</p> <ol style="list-style-type: none"> <li>1. Computer;</li> <li>2. Client service management system;</li> <li>3. Relevant product manuals;</li> <li>4. Related guides.</li> </ol> <p>This person shall work under minimum supervision.</p>		
<b>EVIDENCE REQUIREMENTS</b>			
<b>PRACTICAL PERFORMANCE</b>		<b>UNDERPINNING KNOWLEDGE</b>	
<p>The person performing this task must be able to do the following:</p> <ol style="list-style-type: none"> <li>1. Accept and deliver household IT device client business;</li> <li>2. Use product manuals;</li> <li>3. Use basic software and hardware tools;</li> <li>4. Use client service management systems;</li> <li>5. Observe health and safety precautions at work;</li> <li>6. Clean workplace;</li> <li>7. Store tools.</li> </ol>		<p>Detailed knowledge about:</p> <p><b>1.0. Methods</b> The person must be able to explain how to:</p> <ol style="list-style-type: none"> <li>1.1 Withdraw the user's device to be picked up;</li> <li>1.2 Verify with the client the information about the pending pickup and detect the machine;</li> <li>1.3 Charge and record service information.</li> </ol> <p><b>2.0. Principles:</b> The person must be able to explain the principles of:</p> <ol style="list-style-type: none"> <li>2.1 The process of picking up and detecting household IT devices;</li> <li>2.2 Service fee charging standard.</li> </ol> <p><b>3.0. Theories:</b> The person must be able to explain:</p> <ol style="list-style-type: none"> <li>3.1 Service specifications for the IT industry;</li> <li>3.2 IT terminology;</li> <li>3.3 Service regulations for household IT devices.</li> </ol> <p><b>4.0. Essential skills:</b></p> <ol style="list-style-type: none"> <li>4.1. Problem solving skills;</li> <li>4.2. Communication skills;</li> <li>4.3. Report writing skills;</li> <li>4.4. Analytical skills;</li> <li>4.5. Interpersonal skills;</li> <li>4.6. Teamwork skills.</li> </ol> <p><b>5.0. Mathematical skills</b></p> <ol style="list-style-type: none"> <li>5.1. Algebra.</li> </ol>	
<b>DESCRIPTION OF END PRODUCTS/SERVICE</b>		Household IT device businesses are delivered as per industry standards and national ICT governance guidelines.	
<b>CIRCUMSTANTIAL KNOWLEDGE</b>		<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. IT device hardware knowledge;</li> <li>2. IT device software knowledge;</li> <li>3. IT device safety production knowledge.</li> </ol>	

<b>OCCUPATION</b>	IT TECHNOLOGIST	<b>OCCUPATION CODE</b>	
<b>DUTY TITLE</b>	ACCEPT AND DELIVER OPERATIONS (PRIMARY)	<b>DUTY NO.</b>	410
<b>TASK TITLE</b>	COLLECT AND RESPOND TO USER SERVICE EVALUATIONS OF HOUSEHOLD IT DEVICES	<b>TASK NO.</b>	4104
<b>PERFORMANCE CRITERIA</b>	The person performing this task must be able to collect and respond to user service evaluations of household IT devices as per industry standards and national ICT governance guidelines.		
<b>RANGE STATEMENT</b>	<p>This task can be performed in an office environment, or at the client's site.  The following equipment and tools should be available:</p> <ol style="list-style-type: none"> <li>1. Computer;</li> <li>2. Client service management system;</li> <li>3. Relevant product manuals;</li> <li>4. Related guides.</li> </ol> <p>This person shall work under minimum supervision.</p>		
<b>EVIDENCE REQUIREMENTS</b>			
<b>PRACTICAL PERFORMANCE</b>		<b>UNDERPINNING KNOWLEDGE</b>	
<p>The person performing this task must be able to do the following:</p> <ol style="list-style-type: none"> <li>1. Accept and deliver household IT device client business;</li> <li>2. Use product manuals;</li> <li>3. Use basic software and hardware tools;</li> <li>4. Use client service management systems;</li> <li>5. Observe health and safety precautions at work;</li> <li>6. Clean workplace;</li> <li>7. Store tools.</li> </ol>		<p>Detailed knowledge about:</p> <p><b>1.0. Methods</b>  The person must be able to explain how to:</p> <ol style="list-style-type: none"> <li>1.1 Obtain user service evaluations;</li> <li>1.2 Answer common complaint questions;</li> <li>1.3 Report incidents of client complaints.</li> </ol> <p><b>2.0. Principles:</b>  The person must be able to explain the principles of:</p> <ol style="list-style-type: none"> <li>2.1 Provisions and processes for obtaining user service evaluations;</li> <li>2.2 The process of handling common complaint problems of household IT device users.</li> </ol> <p><b>3.0. Theories:</b>  The person must be able to explain:</p> <ol style="list-style-type: none"> <li>3.1 Service specifications for the IT industry;</li> <li>3.2 IT terminology;</li> <li>3.3 Service regulations for household IT devices.</li> </ol> <p><b>4.0. Essential skills:</b></p> <ol style="list-style-type: none"> <li>4.1. Problem solving skills;</li> <li>4.2. Communication skills;</li> <li>4.3. Report writing skills;</li> <li>4.4. Analytical skills;</li> <li>4.5. Interpersonal skills;</li> <li>4.6. Teamwork skills.</li> </ol> <p><b>5.0. Mathematical skills</b></p> <ol style="list-style-type: none"> <li>5.1. Algebra.</li> </ol>	
<b>DESCRIPTION OF END PRODUCTS/SERVICE</b>		User service evaluations of household IT devices are collected and responded to as per industry standards and national ICT governance guidelines.	
<b>CIRCUMSTANTIAL KNOWLEDGE</b>		<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. IT device hardware knowledge;</li> <li>2. IT device software knowledge;</li> <li>3. IT device safety production knowledge.</li> </ol>	

<b>OCCUPATION</b>	IT TECHNOLOGIST	<b>OCCUPATION CODE</b>	
<b>DUTY TITLE</b>	DAILY MANAGEMENT (PRIMARY)	<b>DUTY NO.</b>	411
<b>TASK TITLE</b>	USE AND MAINTAIN SAFETY PRODUCTION EQUIPMENT	<b>TASK NO.</b>	4111
<b>PERFORMANCE CRITERIA</b>	The person performing this task must be able to use and maintain safety production equipment as per industry standards and national ICT governance guidelines.		
<b>RANGE STATEMENT</b>	<p>This task can be performed in an office environment, in a workshop, or at the client's site.</p> <p>The following equipment and tools should be available:</p> <ol style="list-style-type: none"> <li>1. Computer;</li> <li>2. Safety production equipment;</li> <li>3. Client service management system;</li> <li>4. Management information system (MIS);</li> <li>5. Relevant product manuals;</li> <li>6. Related guides.</li> </ol> <p>This person shall work under minimum supervision.</p>		
<b>EVIDENCE REQUIREMENTS</b>			
<b>PRACTICAL PERFORMANCE</b>		<b>UNDERPINNING KNOWLEDGE</b>	
<p>The person performing this task must be able to do the following:</p> <ol style="list-style-type: none"> <li>1. Complete primary daily management;</li> <li>2. Use product manuals;</li> <li>3. Use client service management systems;</li> <li>4. Use management information systems;</li> <li>5. Observe health and safety precautions at work;</li> <li>6. Clean workplace;</li> <li>7. Store tools.</li> </ol>		<p>Detailed knowledge about:</p> <p><b>1.0. Methods</b> The person must be able to explain how to:</p> <ol style="list-style-type: none"> <li>1.1 Take virus prevention measures such as backups;</li> <li>1.2 Use and maintain safety production equipment such as fire extinguishers.</li> </ol> <p><b>2.0. Principles:</b> The person must be able to explain the principles of:</p> <ol style="list-style-type: none"> <li>2.1 Virus prevention and control management regulations;</li> <li>2.2 Data security management regulations;</li> <li>2.3 Fire safety management regulations.</li> </ol> <p><b>3.0. Theories:</b> The person must be able to explain:</p> <ol style="list-style-type: none"> <li>3.1 Safety production management specification;</li> <li>3.2 Specifications for the use of management information systems;</li> <li>3.3 Specification for the use of client service management systems.</li> </ol> <p><b>4.0. Essential skills:</b></p> <ol style="list-style-type: none"> <li>4.1. Problem solving skills;</li> <li>4.2. Communication skills;</li> <li>4.3. Report writing skills;</li> <li>4.4. Analytical skills;</li> <li>4.5. Interpersonal skills;</li> <li>4.6 Teamwork skills.</li> </ol> <p><b>5.0. Mathematical skills</b></p> <ol style="list-style-type: none"> <li>5.1. Algebra.</li> </ol>	
<b>DESCRIPTION OF END PRODUCTS/SERVICE</b>		Safety production equipment is used and maintained as per industry standards and national ICT governance guidelines.	
<b>CIRCUMSTANTIAL KNOWLEDGE</b>		<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. IT device safety production knowledge.</li> </ol>	

<b>OCCUPATION</b>	IT TECHNOLOGIST	<b>OCCUPATION CODE</b>	
<b>DUTY TITLE</b>	DAILY MANAGEMENT (PRIMARY)	<b>DUTY NO.</b>	411
<b>TASK TITLE</b>	APPLY MIS MANAGEMENT TOOLS	<b>TASK NO.</b>	4112
<b>PERFORMANCE CRITERIA</b>	The person performing this task must be able to apply MIS management tools as per industry standards and national ICT governance guidelines.		
<b>RANGE STATEMENT</b>	<p>This task can be performed in an office environment, in a workshop, or at the client's site.</p> <p>The following equipment and tools should be available:</p> <ol style="list-style-type: none"> <li>1. Computer;</li> <li>2. Safety production equipment;</li> <li>3. Client service management system;</li> <li>4. Management information system (MIS);</li> <li>5. Relevant product manuals;</li> <li>6. Related guides.</li> </ol> <p>This person shall work under minimum supervision.</p>		
<b>EVIDENCE REQUIREMENTS</b>			
<b>PRACTICAL PERFORMANCE</b>		<b>UNDERPINNING KNOWLEDGE</b>	
<p>The person performing this task must be able to do the following:</p> <ol style="list-style-type: none"> <li>1. Complete primary daily management;</li> <li>2. Use product manuals;</li> <li>3. Use client service management systems;</li> <li>4. Use management information systems;</li> <li>5. Observe health and safety precautions at work;</li> <li>6. Clean workplace;</li> <li>7. Store tools.</li> </ol>		<p>Detailed knowledge about:</p> <p><b>1.0. Methods</b> The person must be able to explain how to:</p> <ol style="list-style-type: none"> <li>1.1 Confirm the working status of the facilities of the work area infrastructure;</li> <li>1.2 Claim and return service tools using the management information system;</li> <li>1.3 Store service tools as per specifications.</li> </ol> <p><b>2.0. Principles:</b> The person must be able to explain the principles of:</p> <ol style="list-style-type: none"> <li>2.1 Specifications for daily inspection of the work area;</li> <li>2.2 Specifications for the use of management information systems;</li> <li>2.3 Specification for storage of service tools.</li> </ol> <p><b>3.0. Theories:</b> The person must be able to explain:</p> <ol style="list-style-type: none"> <li>3.1 Safety production management specification;</li> <li>3.2 Specifications for the use of management information systems;</li> <li>3.3 Specification for the use of client service management systems.</li> </ol> <p><b>4.0. Essential skills:</b></p> <ol style="list-style-type: none"> <li>4.1. Problem solving skills;</li> <li>4.2. Communication skills;</li> <li>4.3. Report writing skills;</li> <li>4.4. Analytical skills;</li> <li>4.5. Interpersonal skills;</li> <li>4.6. Teamwork skills.</li> </ol> <p><b>5.0. Mathematical skills</b></p> <ol style="list-style-type: none"> <li>5.1. Algebra.</li> </ol>	
<b>DESCRIPTION OF END PRODUCTS/SERVICE</b>		MIS management tools are applied as per industry standards and national ICT governance guidelines.	
<b>CIRCUMSTANTIAL KNOWLEDGE</b>		<b>Detailed knowledge about:</b>	
		<ol style="list-style-type: none"> <li>1. IT device safety production knowledge.</li> </ol>	

<b>OCCUPATION</b>	IT TECHNOLOGIST	<b>OCCUPATION CODE</b>	
<b>DUTY TITLE</b>	DAILY MANAGEMENT (PRIMARY)	<b>DUTY NO.</b>	411
<b>TASK TITLE</b>	APPLY MIS MANAGEMENT SPARE PARTS	<b>TASK NO.</b>	4113
<b>PERFORMANCE CRITERIA</b>	The person performing this task must be able to apply MIS management spare parts as per industry standards and national ICT governance guidelines.		
<b>RANGE STATEMENT</b>	<p>This task can be performed in an office environment, in a workshop, or at the client's site.</p> <p>The following equipment and tools should be available:</p> <ol style="list-style-type: none"> <li>1. Computer;</li> <li>2. Safety production equipment;</li> <li>3. Client service management system;</li> <li>4. Management information system (MIS);</li> <li>5. Relevant product manuals;</li> <li>6. Related guides.</li> </ol> <p>This person shall work under minimum supervision.</p>		
<b>EVIDENCE REQUIREMENTS</b>			
<b>PRACTICAL PERFORMANCE</b>		<b>UNDERPINNING KNOWLEDGE</b>	
<p>The person performing this task must be able to do the following:</p> <ol style="list-style-type: none"> <li>1. Complete primary daily management;</li> <li>2. Use product manuals;</li> <li>3. Use client service management systems;</li> <li>4. Use management information systems;</li> <li>5. Observe health and safety precautions at work;</li> <li>6. Clean workplace;</li> <li>7. Store tools.</li> </ol>		<p>Detailed knowledge about:</p> <p><b>1.0. Methods</b> The person must be able to explain how to:</p> <ol style="list-style-type: none"> <li>1.1 Identify spare parts information and determine spare parts availability and suitability;</li> <li>1.2 Register, query, claim, and return spare parts using the management information system;</li> <li>1.3 Dispose of replaced spare parts, accessories, and packaging as per specifications.</li> </ol> <p><b>2.0. Principles:</b> The person must be able to explain the principles of:</p> <ol style="list-style-type: none"> <li>2.1 Specifications for the use of management information systems;</li> <li>2.2 Specifications for storage of spare parts;</li> <li>2.3 Specifications of environmental disposal of spare parts, accessories, and packaging.</li> </ol> <p><b>3.0. Theories:</b> The person must be able to explain:</p> <ol style="list-style-type: none"> <li>3.1 Safety production management specification;</li> <li>3.2 Specifications for the use of management information systems;</li> <li>3.3 Specification for the use of client service management systems.</li> </ol> <p><b>4.0. Essential skills:</b></p> <ol style="list-style-type: none"> <li>4.1. Problem solving skills;</li> <li>4.2. Communication skills;</li> <li>4.3. Report writing skills;</li> <li>4.4. Analytical skills;</li> <li>4.5. Interpersonal skills;</li> <li>4.6. Teamwork skills.</li> </ol> <p><b>5.0. Mathematical skills</b></p> <ol style="list-style-type: none"> <li>5.1. Algebra.</li> </ol>	
<b>DESCRIPTION OF END PRODUCTS/SERVICE</b>		MIS management spare parts are applied as per industry standards and national ICT governance guidelines.	
<b>CIRCUMSTANTIAL KNOWLEDGE</b>		<b>Detailed knowledge about:</b>	

	1. IT device safety production knowledge.
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<b>OCCUPATION</b>	IT TECHNOLOGIST	<b>OCCUPATION CODE</b>	
<b>DUTY TITLE</b>	DAILY MANAGEMENT (PRIMARY)	<b>DUTY NO.</b>	411
<b>TASK TITLE</b>	MANAGE USER INFORMATION USING SERVICE MANAGEMENT SYSTEMS	<b>TASK NO.</b>	4114
<b>PERFORMANCE CRITERIA</b>	The person performing this task must be able to manage user information using service management systems as per industry standards and national ICT governance guidelines.		
<b>RANGE STATEMENT</b>	<p>This task can be performed in an office environment, in a workshop, or at the client's site.</p> <p>The following equipment and tools should be available:</p> <ol style="list-style-type: none"> <li>1. Computer;</li> <li>2. Safety production equipment;</li> <li>3. Client service management system;</li> <li>4. Management information system (MIS);</li> <li>5. Relevant product manuals;</li> <li>6. Related guides.</li> </ol> <p>This person shall work under minimum supervision.</p>		
<b>EVIDENCE REQUIREMENTS</b>			
<b>PRACTICAL PERFORMANCE</b>		<b>UNDERPINNING KNOWLEDGE</b>	
<p>The person performing this task must be able to do the following:</p> <ol style="list-style-type: none"> <li>1. Complete primary daily management;</li> <li>2. Use product manuals;</li> <li>3. Use client service management systems;</li> <li>4. Use management information systems;</li> <li>5. Observe health and safety precautions at work;</li> <li>6. Clean workplace;</li> <li>7. Store tools.</li> </ol>		<p>Detailed knowledge about:</p> <p><b>1.0. Methods</b> The person must be able to explain how to:</p> <ol style="list-style-type: none"> <li>1.1 Place service regulations, fees, and other promotional materials;</li> <li>1.2 Manage user information using service management systems;</li> <li>1.3 Dispose of and store user data information.</li> </ol> <p><b>2.0. Principles:</b> The person must be able to explain the principles of:</p> <ol style="list-style-type: none"> <li>2.1 Client service site management specifications;</li> <li>2.2 Specifications for the use of the client service management system.</li> </ol> <p><b>3.0. Theories:</b> The person must be able to explain:</p> <ol style="list-style-type: none"> <li>3.1 Safety production management specification;</li> <li>3.2 Specifications for the use of management information systems;</li> <li>3.3 Specification for the use of client service management systems.</li> </ol> <p><b>4.0. Essential skills:</b></p> <ol style="list-style-type: none"> <li>4.1. Problem solving skills;</li> <li>4.2. Communication skills;</li> <li>4.3. Report writing skills;</li> <li>4.4. Analytical skills;</li> <li>4.5. Interpersonal skills;</li> <li>4.6. Teamwork skills.</li> </ol> <p><b>5.0. Mathematical skills</b></p> <ol style="list-style-type: none"> <li>5.1. Algebra.</li> </ol>	
<b>DESCRIPTION OF END PRODUCTS/SERVICE</b>		User information is managed using service management systems as per industry standards and national ICT	

	governance guidelines.
<b>CIRCUMSTANTIAL KNOWLEDGE</b>	<b>Detailed knowledge about:</b> 1. IT device safety production knowledge.

**TABLE 1: DACUM CHARTS FOR IT TECHNOLOGISTS - NTA 4**

DUTIES	TASKS	ENABLERS
<p>1.0. Collect, summarize and analyze information and data and prepare analysis reports for decision-making reference (primary-level)</p>	<p>1.1. Create and open text documents.            1.2. Edit, typeset, save and print text documents.            1.3. Create and open presentations.            1.4. Edit, typeset, save and display presentations.            1.5. Create workbooks and worksheets.            1.6. Manage data on worksheets.</p>	<p><b>Generic Skills and Knowledge</b></p> <ul style="list-style-type: none"> <li>• Basic knowledge of computer hardware and software</li> <li>• Computer operating system and office software application skills</li> <li>• Basic maintenance methods for IT devices</li> <li>• Knowledge of safety production</li> <li>• Knowledge of relevant laws and regulations</li> <li>• Problem solving skills</li> <li>• Report writing skills</li> </ul> <p><b>Tools and Equipment</b></p> <ul style="list-style-type: none"> <li>• Computer</li> <li>• Office software</li> </ul> <p><b>Materials</b></p> <ul style="list-style-type: none"> <li>• Data</li> </ul> <p><b>Work Behaviors</b></p> <ul style="list-style-type: none"> <li>• Time management</li> <li>• Craftsmanship</li> </ul>

<b>DUTIES</b>	<b>TASKS</b>	<b>ENABLERS</b>
2.0. Select and use ict terminals	2.1. Select and recommend ict terminals as per customer needs. 2.2. Guide customers to use ict terminals on site according to the instructions. 2.3. Fill in the site service work order.	<p><b>Generic Skills and Knowledge</b></p> <ul style="list-style-type: none"> <li>• Electrical and electronic basic knowledge</li> <li>• Mechanical assembly basic knowledge</li> <li>• ICT basic knowledge</li> <li>• ICT terminal software and hardware basic knowledge</li> <li>• Basic use of tools and instruments</li> <li>• Service quality management specification</li> <li>• Knowledge of safety production</li> <li>• Knowledge of relevant laws and regulations</li> <li>• Problem solving skills</li> <li>• Communication skills</li> <li>• Interpersonal skills</li> </ul> <p><b>Tools and Equipment</b></p> <ul style="list-style-type: none"> <li>• Computer</li> <li>• ICT terminals</li> <li>• Product manuals</li> </ul> <p><b>Materials</b></p> <ul style="list-style-type: none"> <li>• Data</li> </ul> <p><b>Work Behaviors</b></p> <ul style="list-style-type: none"> <li>• Time management</li> <li>• Logical approach</li> </ul>

<b>DUTIES</b>	<b>TASKS</b>	<b>ENABLERS</b>
3.0. Install and configure ICT terminals	3.1. Install and replace complete machines of ICT terminals. 3.2. Install and upgrade ICT terminal software and initialize parameters. 3.3. replace mechanical-level main components of ICT terminals with the replacement method.	<p><b>Generic Skills and Knowledge</b></p> <ul style="list-style-type: none"> <li>• Electrical and electronic basic knowledge</li> <li>• Mechanical assembly basic knowledge</li> <li>• ICT basic knowledge</li> <li>• ICT terminal software and hardware basic knowledge</li> <li>• Basic use of tools and instruments</li> <li>• Service quality management specification</li> <li>• Knowledge of safety production</li> <li>• Knowledge of relevant laws and regulations</li> <li>• Problem solving skills</li> <li>• Analytical skills</li> </ul> <p><b>Tools and Equipment</b></p> <ul style="list-style-type: none"> <li>• Computer</li> <li>• ICT terminals</li> <li>• Product manuals</li> <li>• Common assembling and disassembling tools</li> </ul> <p><b>Materials</b></p> <ul style="list-style-type: none"> <li>• Spare parts</li> </ul> <p><b>Work Behaviors</b></p> <ul style="list-style-type: none"> <li>• Craftsmanship</li> <li>• Logical approach</li> </ul>

<b>DUTIES</b>	<b>TASKS</b>	<b>ENABLERS</b>
4.0. Test ICT terminals	<p>4.1. Detect ICT terminal function applications and confirm that there is no functional failure.</p> <p>4.2. Inspect the appearance of ICT terminal and confirm that there is no appearance damage.</p> <p>4.3. Detect electrical property parameters of ICT terminals and confirm that there is no hidden failure.</p>	<p><b>Generic Skills and Knowledge</b></p> <ul style="list-style-type: none"> <li>• Electrical and electronic basic knowledge</li> <li>• Mechanical assembly basic knowledge</li> <li>• ICT basic knowledge</li> <li>• ICT terminal software and hardware basic knowledge</li> <li>• Basic maintenance methods for IT devices</li> <li>• Basic use of tools and instruments</li> <li>• Service quality management specification</li> <li>• Knowledge of safety production</li> <li>• Knowledge of relevant laws and regulations</li> <li>• Problem solving skills</li> <li>• Analytical skills</li> </ul> <p><b>Tools and Equipment</b></p> <ul style="list-style-type: none"> <li>• Computer</li> <li>• ICT terminals</li> <li>• Product manuals</li> <li>• Common testing tools</li> </ul> <p><b>Work Behaviors</b></p> <ul style="list-style-type: none"> <li>• Time management</li> <li>• Craftsmanship</li> <li>• Logical approach</li> </ul>

<b>DUTIES</b>	<b>TASKS</b>	<b>ENABLERS</b>
5.0. Repair ICT terminals	5.1. Analyze causes of ICT terminal software failures with failure codes and software tools 5.2. Repair and eliminate ICT terminal software failures by unsetting, resetting, and flashing 5.3. Repair and eliminate wire hardware failures of ICT terminals with the electric soldering iron.	<p><b>Generic Skills and Knowledge</b></p> <ul style="list-style-type: none"> <li>• Electrical and electronic basic knowledge</li> <li>• Mechanical assembly basic knowledge</li> <li>• ICT basic knowledge</li> <li>• ICT terminal software and hardware basic knowledge</li> <li>• Basic maintenance methods for IT devices</li> <li>• Basic use of tools and instruments</li> <li>• Service quality management specification</li> <li>• Knowledge of safety production</li> <li>• Knowledge of relevant laws and regulations</li> <li>• Problem solving skills</li> <li>• Communication skills</li> <li>• Analytical skills</li> </ul> <p><b>Tools and Equipment</b></p> <ul style="list-style-type: none"> <li>• Computer</li> <li>• ICT terminals</li> <li>• Product manuals</li> <li>• Common repair tools</li> </ul> <p><b>Materials</b></p> <ul style="list-style-type: none"> <li>• Repair data</li> <li>• Repair consumables</li> </ul> <p><b>Work Behaviors</b></p> <ul style="list-style-type: none"> <li>• Craftsmanship</li> <li>• Logical approach</li> </ul>

<b>DUTIES</b>	<b>TASKS</b>	<b>ENABLERS</b>
<p>6.0. Maintain ICT devices (primary-level )</p>	<p>6.1. Inspect the ICT device and fill in the failure work order. 6.2. Maintain ICT devices and manage operation records. 6.3. Manage ICT device sites and fill in the safety account.</p>	<p><b>Generic Skills and Knowledge</b></p> <ul style="list-style-type: none"> <li>• Electrical and electronic basic knowledge</li> <li>• Mechanical assembly basic knowledge</li> <li>• ICT basic knowledge</li> <li>• ICT device software and hardware basic knowledge</li> <li>• Basic use of tools and instruments</li> <li>• Service quality management specification</li> <li>• Knowledge of safety production</li> <li>• Knowledge of relevant laws and regulations</li> <li>• Report writing skills</li> </ul> <p><b>Tools and Equipment</b></p> <ul style="list-style-type: none"> <li>• Computer</li> <li>• ICT device</li> <li>• Product manuals</li> <li>• Common maintenance tools</li> </ul> <p><b>Materials</b></p> <ul style="list-style-type: none"> <li>• Management operation records</li> </ul> <p><b>Work Behaviors</b></p> <ul style="list-style-type: none"> <li>• Teamwork</li> <li>• Time management</li> <li>• Craftsmanship</li> </ul>
<p>7.0. Assemble and maintain computers</p>	<p>7.1. Install and maintain computers. 7.2. Locate computer faults. 7.3. Repair computer faults. 7.4. Test and detect computers.</p>	<p><b>Generic Skills and Knowledge</b></p> <ul style="list-style-type: none"> <li>• Electrical and electronic basic knowledge</li> <li>• Basic knowledge of computer hardware and software</li> <li>• Basic maintenance methods for IT devices</li> <li>• Basic use of tools and instruments</li> <li>• Service quality management specification</li> </ul>

<b>DUTIES</b>	<b>TASKS</b>	<b>ENABLERS</b>
		<ul style="list-style-type: none"> <li>• Knowledge of safety production</li> <li>• Knowledge of relevant laws and regulations</li> <li>• Problem solving skills</li> <li>• Analytical skills</li> </ul> <p><b>Tools and Equipment</b></p> <ul style="list-style-type: none"> <li>• Computer</li> <li>• Basic computer software and hardware tools</li> <li>• Relevant product manuals</li> </ul> <p><b>Materials</b></p> <ul style="list-style-type: none"> <li>• Spare parts</li> <li>• Software drivers</li> </ul> <p><b>Work Behaviors</b></p> <ul style="list-style-type: none"> <li>• Craftsmanship</li> <li>• Logical approach</li> </ul>
8.0. Use routers and routing techniques (primary)	8.1. Correctly select cable connection devices. 8.2. Skillfully switch router configuration modes. 8.3. Perform basic configuration of router.	<p><b>Generic Skills and Knowledge</b></p> <ul style="list-style-type: none"> <li>• Electrical and electronic basic knowledge</li> <li>• ICT basic knowledge</li> <li>• Basic knowledge of ICT network hardware and software</li> <li>• Service quality management specification</li> <li>• Knowledge of safety production</li> <li>• Knowledge of relevant laws and regulations</li> <li>• Problem solving skills</li> <li>• Analytical skills</li> </ul> <p><b>Tools and Equipment</b></p> <ul style="list-style-type: none"> <li>• Computer</li> <li>• Routers</li> <li>• Relevant product manuals</li> </ul> <p><b>Materials</b></p> <ul style="list-style-type: none"> <li>• Router setting data</li> </ul> <p><b>Work Behaviors</b></p>

<b>DUTIES</b>	<b>TASKS</b>	<b>ENABLERS</b>
		<ul style="list-style-type: none"> <li>• Time management</li> <li>• Logical approach</li> </ul>
<p>9.0. Implement project integrated cabling (primary)</p>	<p>9.1. Design integrated cabling systems.</p> <p>9.2. Pipe trench routing and equipment room construction.</p>	<p><b>Generic Skills and Knowledge</b></p> <ul style="list-style-type: none"> <li>• Electrical and electronic basic knowledge</li> <li>• Mechanical assembly basic knowledge</li> <li>• ICT basic knowledge</li> <li>• Basic knowledge of ICT network hardware and software</li> <li>• Basic use of tools and instruments</li> <li>• Service quality management specification</li> <li>• Knowledge of safety production</li> <li>• Knowledge of relevant laws and regulations</li> <li>• Problem solving skills</li> </ul> <p><b>Tools and Equipment</b></p> <ul style="list-style-type: none"> <li>• Computer</li> <li>• Network engineering cables</li> <li>• Integrated cabling tools</li> </ul> <p><b>Materials</b></p> <ul style="list-style-type: none"> <li>• Spare parts</li> <li>• Cables</li> </ul> <p><b>Work Behaviors</b></p> <ul style="list-style-type: none"> <li>• Teamwork</li> <li>• Time management</li> <li>• Craftsmanship</li> <li>• Logical approach</li> </ul>

<b>DUTIES</b>	<b>TASKS</b>	<b>ENABLERS</b>
10.0. Accept and deliver operations (primary)	10.1. Entertain clients of household IT devices. 10.2. Accept household IT device business. 10.3. Deliver household IT device business. 10.4. Collect and respond to user service evaluations of household IT devices.	<b>Generic Skills and Knowledge</b> <ul style="list-style-type: none"> <li>• ICT basic knowledge</li> <li>• Basic maintenance methods for IT devices</li> <li>• Basic use of tools and instruments</li> <li>• Service quality management specification</li> <li>• Knowledge of safety production</li> <li>• Knowledge of relevant laws and regulations</li> <li>• Communication skills</li> <li>• Report writing skills</li> <li>• Interpersonal skills</li> </ul> <b>Tools and Equipment</b> <ul style="list-style-type: none"> <li>• Computer</li> <li>• Client service management system</li> <li>• Relevant product manuals</li> </ul> <b>Materials</b> <ul style="list-style-type: none"> <li>• Client data</li> </ul> <b>Work Behaviors</b> <ul style="list-style-type: none"> <li>• Teamwork</li> <li>• Logical approach</li> </ul>
11.0. Daily management	11.1. Use and maintain safety production equipment. 11.2. Apply mis management tools. 11.3. Apply mis management spare parts. 11.4. Manage user information using service management systems.	<b>Generic Skills and Knowledge</b> <ul style="list-style-type: none"> <li>• Electrical and electronic basic knowledge</li> <li>• Mechanical assembly basic knowledge</li> <li>• Basic use of tools and instruments</li> <li>• Service quality management specification</li> <li>• Knowledge of safety production</li> <li>• Knowledge of relevant laws and regulations</li> <li>• Communication skills</li> </ul> <b>Tools and Equipment</b>

<b>DUTIES</b>	<b>TASKS</b>	<b>ENABLERS</b>
		<ul style="list-style-type: none"> <li>• Computer</li> <li>• Safety production equipment</li> <li>• Client service management system</li> <li>• Management information system</li> <li>• Relevant product manuals</li> </ul> <p><b>Materials</b></p> <ul style="list-style-type: none"> <li>• Data</li> </ul> <p><b>Work Behaviors</b></p> <ul style="list-style-type: none"> <li>• Teamwork</li> <li>• Craftsmanship</li> </ul>