

40042 Maintain IT systems and support users in an organisation

Kaupae Level	5
Whiwhinga Credit	15
Whāinga Purpose	<p>This skill standard is for people who want to learn about maintaining IT systems and supporting users in organisational contexts.</p> <p>It contributes to a broad understanding of core concepts and practical skills in Information Technology (IT) and is for those employed or seeking employment in technical support roles such as computer technicians and help desk and technical support officers.</p> <p>It can be used in programmes leading to the New Zealand Diploma in Information Technology Technical Support (Level 5) [Ref: 2596].</p>

Hua o te ako me Paearu aromatawai | Learning outcomes and assessment criteria

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
1. Troubleshoot and resolve common IT system issues.	a. Use systematic approaches to diagnose and troubleshoot common IT system issues, using appropriate tools and procedures.
	b. Apply problem-solving techniques to identify and resolve technical problems.
2. Develop and provide effective user support and assistance in a variety of IT environments.	a. Develop a flowchart for tech support problem-handling.
	b. Provide effective user support and assistance via multiple communications channels.
	c. Develop clear knowledge-base documentation and a repository for help desk analysts.
	d. Identify, prioritise and resolve user issues or escalate them according to organisational procedures and timelines.
	e. Communicate clearly and professionally with users.
3. Manage IT systems and applications.	a. Plan and implement IT infrastructure management strategies.
	b. Implement backup and disaster recovery procedures.

Pārongo aromatawai me te taumata paearu | Assessment information and grade criteria***Assessment specifications:***

Learners will need to apply the skills outlined in the assessment criteria to a range of scenarios in which they will be given the opportunity to troubleshoot and resolve a range of common IT system problems appropriate to a particular organisational context.

The assessment must take place in a realistic practical setting which incorporates industry standard technologies relevant to current practice.

The assessor may gather evidence for this assessment over time from a range of scenarios as opposed to a single assessment in which the learner must apply all of the assessment criteria.

Ngā momo whiwhinga | Grades available

Achieved.

Ihirangi waitohu | Indicative content

- Organisational guidelines and procedures for providing IT services
- Service Management Frameworks
- Information Technology Infrastructure Library (ITIL) guiding principles
- ITIL service value system, service value chain
- Call Handling
- User Support Customer service skills in an IT context
- Troubleshooting common IT issues
- Data Recovery
- Expected standards of behaviour for IT practitioners in New Zealand as outlined in the IT Professionals New Zealand Code of Ethics.

Rauemi | Resources

- The IT Professionals New Zealand Code of Ethics is available at <https://itp.nz/practice-guidelines>.
- Relevant legislation, accessible at <https://legislation.govt.nz>, includes but is not limited to:
 - Copyright Act 1994
 - Copyright (New Technologies) Amendment Act 2008
 - Electronic Transactions Act 2002
 - Harmful Digital Communications Act 2015
 - Health and Safety at Work Act 2015
 - Privacy Act 2020
 - Unsolicited Electronic Messages Act 2007
 - And any subsequent amendments.

Pārongo Whakaū Kouna | Quality assurance information

Ngā rōpū whakatau-paerewa Standard Setting Body	Toi Mai Workforce Development Council
Whakaritenga Rārangi Paetae Aromatawai DASS classification	Computing and Information Technology > Computing > Computer Support
Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga CMR	0099

Hātepe Process	Putanga Version	Rā whakaputa Review Date	Rā whakamutunga mō te aromatawai Last date for assessment
Rēhitatanga Registration	1	26 April 2024	N/A
Kōrero whakakapinga Replacement information	N/A		
Rā arotake Planned review date	31 December 2028		

Please contact Toi Mai Workforce Development Council at qualifications@toimai.nz to suggest changes to the content of this skill standard.