

000003 Install, configure, and manage a computer system for an organisation

Kaupae Level	5
Whiwhinga Credit	15
Whāinga Purpose	<p>This skill standard is for people who want to learn about computer systems in organisational contexts.</p> <p>It is for computer technicians, help desk and technical support officers, and anyone else employed in roles that involve Information Technology (IT) technical support.</p> <p>It can be used in 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. Analyse computer systems to meet the needs of an organisation	a. Analyse components of a computer system in accordance with organisational need
	b. Select components to form a computer system in accordance with organisational need
2. Install, configure, and manage hardware, software and networking systems to meet organisational requirements.	a. Disassemble and reassemble a computer from component parts.
	b. Install hardware devices and peripherals to meet organisational requirements.
	c. Install and configure software applications on a computer system to meet organisational requirements.
	d. Manage computer and network security policies and protocols to protect organisational assets.
	e. Troubleshoot and communicate diagnostic issues and relevant solutions

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

Assessment specifications:

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

To complete this standard, you must observe expected standards of behaviour for IT practitioners in New Zealand. The IT Professionals New Zealand Code of Ethics provides a guideline for these behaviours.

Ngā momo whiwhinga | Grades available

Achieved

Ihirangi waitohu | Indicative content

- Components of a computer system
- Computer safety and procedures on PC handling
- Different types of hardware devices and peripherals, and their functions and characteristics
- Assembly and reassembly of a computer
- Basic networking requirements
- Hardware and software troubleshooting and diagnostics

Rauemi | Resources

- The IT Professionals New Zealand Code of Ethics is available at <https://itp.nz/practice-guidelines>.

Pārongo Whakaū Kounga | 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	<type here>	[dd mm yyyy]	[dd mm yyyy]
Arotakenga Review	<type here>	[dd mm yyyy]	[dd mm yyyy]
Kōrero whakakapinga Replacement information	<type here>		
Rā arotake Planned review date	[dd mm yyyy]		

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