

000005**Maintain IT systems and support IT 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 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. Troubleshoot common system issues using appropriate tools and procedures	a. Use systematic approaches to diagnose and troubleshoot common IT issues.
	b. Apply problem-solving techniques to identify and resolve complex technical problems
2. 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 channels,
	c. Develop knowledge-base documentation and a repository for help desk analysts.
	d. Identify and prioritise user issues and resolve or escalate them according to established procedures and timelines.
	e. Communicate clearly and professionally with users and develop documentation to provide guidance on IT-related issues.
3. Maintain IT systems and applications according to industry standards	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:**

You will need to apply the skills outlined in the assessment criteria to a range of scenarios in which you will be given the opportunity to troubleshoot and resolve a range of common IT systems 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.

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

- Organisational guidelines and procedures for providing IT services
- Service Management Frameworks
- 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

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.