



IT Essentials I: PC Hardware and Software Alignment to Standardized Job Clusters

Job Cluster Description - IT Essentials I

The IT Essentials I course provides a strong foundation that can be applied to a wide variety of careers in many industries. This course helps prepare students for the CompTIA A+ certification. The skill set attained through successfully completing this course was aligned to job clusters defined on CompTIA's web site at <http://www.comptia.org> and are listed below:

Computer Operator, Entry Level

- Operates and monitors computer equipment
- Performs routine tasks to maintain computer equipment and their peripherals
- Loads peripheral equipment for operating runs
- Observes peripheral equipment and error messages displayed on monitor of terminal to detect faulty output or machine stoppage
- Works under direct supervision
- Reports to a manager

Field Support Technician, Entry Level

- Responsible for repair, installation and maintenance of personal computer hardware and peripherals at customer locations
- Demands a strong emphasis on customer satisfaction
- Works on assignments within policies and procedures
- Works primarily in teams with higher level technicians
- Reports to a manager

Hardware Installation Coordinator, Entry Level

- Focuses on implementation of network connectivity at client locations
- Assists with problem identification and resolution
- Works under limited supervision

Help Desk Technician, Entry Level

- Dedicated to meeting the expectation of both internal and external customers in a call center environment. Guides the customer regarding the use of a broad range of products, offerings, and services
- Provides identification, prioritization, and resolution of problems following well-defined guidelines and procedures
- Prepares progress reports for work performed
- Uses problem management databases and help desk system
- Works under direct supervision
- Reports to a manager

Network Support Technician, Entry Level

- Monitors and maintains the company's network systems
- Identifies, documents, and implements solutions to problems
- Performs network back-ups and measures performance
- Works under direct supervision
- Typically reports to a manager

Operating Systems Specialist, Entry Level

- Assists in programming, maintaining and implementing computer systems in accordance with established standards
- Tracks quality assurance metrics
- Works under direct supervision
- Reports to a manager

PC Technician, Intermediate Level

- Maintains, analyzes, troubleshoots, and repairs computer systems, hardware and computer peripherals
- Documents, maintains, upgrades or replaces hardware and software systems
- Relies on limited experience and judgment to plan and accomplish goals
- Custom configurations are designed
- Works under general supervision
- Typically reports to a manager

PC Technician, Entry Level

- Maintains, analyzes, troubleshoots, and repairs computer systems, hardware and computer peripherals
- Documents, maintains, upgrades or replaces hardware and software systems
- Assists in implementing custom configurations
- Works under direct supervision
- Reports to a manager

Service Center Technician, Entry Level

- Responsible for the installation, repair and maintenance of personal computer hardware equipment and peripherals
- Works on assignments that are routine in nature, following policies and procedures, where limited judgment is required in resolving problems and making recommendations
- Works under general supervision
- Reports to a manager

Software Application Support, Entry Level

- Designs, modifies, develops, writes and implements simple software programming applications
- Supports and installs software applications
- Participates in the testing process through test review and analysis, test witnessing and certification of software
- Relies on instructions and pre-established guidelines to perform the functions of the job
- Little creativity is required
- Works under direct supervision
- Reports to a manager

Systems Analyst, Entry Level

- Consults with users to identify current operating procedures and to clarify program objectives
- Has limited knowledge of commonly used concepts, practices, and procedures within a particular field or industry
- Likely codes, tests, debugs and installs application systems
- Little creativity is required
- Reports to a manager

Technical Writer, Entry Level

- Responsible for the technical writing of information in databases, electronic files, online and hard copies
- This includes manuals, help files, and instructions
- Edits content throughout the development process
- Works under general supervision
- Reports to a manager

Copyright © 2003 Cisco Systems, Inc. All rights reserved. Cisco, Cisco IOS, Cisco Systems, and the Cisco Systems logo are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and certain other countries. All other trademarks mentioned in this document or Web site are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0108R)