**Competencies**

Name:

Company:

|  |  |  |  |
| --- | --- | --- | --- |
| **Able?** | **When?** | **Duty** | **Mapping to KSBs** |
|  |  | D1: Provide technical support to customers both internal and external through a range of communication channels | K2, K7, K8, K13  S1, S3, S7, S8, S10, S11, S12  B1, B2, B4 |
|  |  | D2: Establish and diagnose ICT problems/faults 6 using the required troubleshooting methodology and tools | K2, K3, K11  S2, S6, S10, S11, S12  B1, B3 |
|  |  | D3: Interpret technical specifications relevant 8 to the ICT task | K2, K4, K8  S1, S4, S5, S8  B1 |
|  |  | D4: Apply the appropriate security policies to 14  ICT tasks in line with organisational  requirements | K2, K10  S1, S4, S6  B1, B3 |
|  |  | D5: Undertake the relevant processes with the 10 relevant tools and technologies to resolve ICT technical issues | K1, K2, K3, K4, K5, K6, K9, K10, K11  S2, S4, S6, S8, S12  B1, B3 |
|  |  | D6: Communicate with all levels of  stakeholders, talking them through steps to  take to resolve issues or set up systems,  keeping them informed of progress and  managing escalation and expectations | K2, K7, K8  S1, S3, S4, S5, S7, S8  B1, B4 |
|  |  | D7: Apply appropriate testing methodologies to  hardware or software or cabling assets | K2, K3, K4, K5, K6, K9, K10, K11  S2, S4, S6, S8  B1 |
|  |  | D8: Practice guided continuous self  -learning to keep up to date with technological  developments to enhance relevant skills and  take responsibility for own professional  development | S3  B1 |
|  |  | D9: Document or escalate ICT tasks as appropriate to ensure a clear audit trail and progression of issues | K1, K2, K3, K9, K10, K11, K12, K13  S1, S2, S4, S8  B1, B3 |
|  |  | **Support Technician** |  |
|  |  | D10: Install and configure relevant software and hardware as appropriate  for example: mobile apps, printers, projectors, scanners, and cameras | K14, K15, K16, K21, K23  S9, S14, S15 |
|  |  | D11: Support Technician - Address IT issues by response to customer service level agreements | K22  S9, S13, S15 |
|  |  | D12: Support Technician – Administer security and permissions for stakeholders escalating as necessary for example password resets | K14, K15, K17, K18, K19, K20, K21, K22  S15, S16, S17, S18 |
|  |  | D13: Support Technician - Support the roll out of upgrades or new systems | K14, K15, K16, K17, K19, K20, K21  S10, S13, S14, S15, S17, S18 |
|  |  | **Network Technician** |  |
|  |  | D14: Network Technician and Digital Communications Technician - Complete cabling tasks for example coaxial, copper or fibre | K37, K39, K40  S19 |
|  |  | D15: Network Technician - Administer mobile devices on a network | K25, K29, K31, K35  S26, S28, S31 |
|  |  | D16: Network Technician - Deliver network tasks prioritising security with a view to mitigating and defending against security risks. | K24, K25, K27, K28, K33, K35  S20, S21, S23, S24, S25, S27 |
|  |  | D17: Network Technician - Install and configure relevant software and physical or virtual hardware as appropriate for example: network devices, switches and routers | K25, K26, K32, K34, K35, K36  S20, S21, S22, S23, S24, S25, S26, S27 |

|  |  |  |
| --- | --- | --- |
| **Knowledge** | **Skills** | **Behaviours** |
| K1: Approaches to back up and storage solutions | S1: Interpret and prioritise internal or external customer's requirements in line with organisation's policy | B1: Works professionally, taking initiative as appropriate and acting with an ethical approach. |
| K2: Basic elements of technical documentation and its interpretation | S2: Apply the appropriate tools and techniques to undertake fault finding and rectification | B2: Communicates technical and non-technical information in a variety of situations to support effective working with internal or external stakeholders |
| K3: Principles of root cause problem solving using fault diagnostics for troubleshooting | S3: Apply Continuous Professional Development to support necessary business output and technical developments | B3: Demonstrates a productive and organised approach to their work |
| K4: Principles of basic network addressing for example binary | S4: Operate safely and securely across platforms and responsibilities maintaining the security of personal data of internal and external stakeholders | B4: Self-motivated, for example takes responsibility to complete the job. |
| K5: basic awareness of the principles of cloud and cloud-based services | S5: Communicate with all levels of stakeholders, keeping them informed of progress and managing escalation where appropriate |  |
| K6: fundamental principles of virtual networks and components | S6: Develop and maintain effective working relationships with colleagues, customers, and other relevant stakeholders |  |
| K7: Principles of cultural awareness and how diversity impacts on delivery of support tasks | S7: Manage and prioritise the allocated workload effectively making best use of time and resources |  |
| K8: Methods of communication including level of technical terminology to use to technical and non-technical stakeholders | S8: Complete documentation relevant to the task and escalate where appropriate |  |
| K9: Different types of maintenance and preventative measures to reduce the incidence of faults | S9: Install or undertake basic software upgrades, either physically or remotely |  |
| K10: key principles of Security including the role of People, Product and Process in secure systems for example access and encryption requirements | S10: Establish and diagnose the extent of the IT support task, in line with the organisation's policies and SLA's |  |
| K11: fundamentals of physical networks and components | S11: Provide remote/F2F support to resolve customer requirements |  |
| K12: approaches to documenting tasks, findings, actions taken and outcome for example, use of task tracking and ticketing systems | S12: Maintain a safe working environment for own personal safety and others in line with Health & Safety appropriate to the task |  |
| K13: basic awareness of legislation in relation to disposal of waste materials for example Waste Electronic and Electrical regulations (WEEE) |  |  |
| Support Technician | Support Technician |  |
| K14: fundamental principles of operating systems, hardware system architectures and devices | S13: Identify and scope the best solution informed by the system data associated with the task |  |
| K15: principles of remote operation of devices including how to deploy and securely integrate mobile devices into a network | S14: Test and evaluate the system's performance and compliance with customer requirements. |  |
| K16: fundamental principles of peripherals for example: printers and scanners | S15: Escalate non routine problems in line with procedures |  |
| K17: principles of virtualisation of servers, applications, and networks | S16: Use basic scripting to execute the relevant tasks for example PowerShell, Linux |  |
| K18: principles of disaster recovery, how a disaster recovery plan works and their role within it | S17: Carry out routine maintenance across systems, (such as IT, Communications), always ensuring organisational compliance |  |
| K19: principles of Test Plans, their role and significance | S18: Apply the necessary security, in line with access and/or encryption requirements |  |
| K20: fundamentals of purpose, creation, and maintenance of asset registers |  |  |
| K21: approaches to system upgrades and updates and their significance |  |  |
| K22: approaches to interpretation of log files, event viewer and system tools |  |  |
| K23: basic elements of network infrastructure architectures including Wi-Fi and wired networks |  |  |
| Network Technician | Network Technician |  |
| K24: Principles of OSI layers | S19: Use a range of Cabling or Connectors equipment in line with technical requirements for example physically or remotely |  |
| K25: Principles of cloud and network architecture (including Wi-Fi) | S20: Test and evaluate network environments |  |
| K26: Principles of DNS / DHCP | S21: Monitor performance and usage of a network |  |
| K27: Awareness of Cloud platforms, such as AWS, Azure, or GCP | S22: Deploy applications on a network |  |
| K28: Principles of LANs and WANs | S23: Set up storage and data access for staff |  |
| K29: Approaches to virtualisation of servers, applications, and networks | S24: Apply necessary security measures, in line with access requirements to a network |  |
| K30: Principles of network protocols | S25: Carry out routine maintenance across network systems, ensuring organisational compliance |  |
| K31: Principles of API's and Web Services | S26: Monitor network-related workloads including DNS and firewalls |  |
| K32: The different types of cloud storage | S27: Install or undertake basic upgrades, either physically or remotely |  |
| K33: Back up procedures and their importance |  |  |
| K34: Principles of databases and migration |  |  |
| K35: Key principles of Cloud Security and firewalls |  |  |
| K36: Awareness of DevOps methodology and tools, such as Puppet, Chef, Git, Docker |  |  |