

## NO RTEC JOB SPECIFIC SKILLS COMPETENCY

### MICROCOMPUTER SUPPORT SPECIALIST

DOT CODE: 039-264-010 SVP 7

*Job Description:* Installs, modifies, and makes minor repairs to microcomputer hardware and software systems and provides technical assistance and training to system users. *Physical Demands* - Medium lifting, carrying, or moving (up to 50 lbs); *General Education Development* - R4 M3 L4 *Aptitudes:* Above Average General Learning Ability and Motor Coordination - Average Verbal, Numerical, Spatial, Form Perception, Clerical Perception, Finger Dexterity, and Manual Dexterity.

### CORE SKILL COMPETENCIES/INDICATORS:

1. Can demonstrate an advanced understanding of microcomputer hardware and software systems. (R, T, S, IN)
2. Can demonstrate proper procedures for inspecting microcomputer equipment. (R, T, S, IN)
3. Can demonstrate ability to read and comprehend order sheets listing user requirements. (R, T, S, IN)
4. Can demonstrate proper techniques used to prepare microcomputers for delivery. (R, T, S, IN)
5. Can install or assist service personnel in installation of hardware (drives, expansion cards, memory chips), and peripheral components (monitors, keyboards, printers,) on users premises following design or installation specifications. (R, T, I, S, IN)
6. Can demonstrate proper techniques used to test operation of units. (R, T, S, IN)
7. Can demonstrate proper hardware adjustment procedures. (R, T, S, IN)
8. Can demonstrate ability to load specified software packages, such as operating systems, word processing or spreadsheet programs into computer. (R, T, S, IN)
9. Can enter commands and observe system functions to verify correct system operation. (R, T, IN)
10. Can explain the sequence of steps necessary to perform logical troubleshooting. (R, T, S, IN)
11. Can repair by locating source of problem, and replacing or repairing defective units/components. (R, T, I, S, IN)
12. Can demonstrate ability to communicate equally well with both technically literate and those with no background concerning system operations, system hardware, software, and operator problems. (R, T, I, S, IN)
13. Can provide oral remedial actions to correct problems based on knowledge of system operation. (R, T, I, S, IN)
14. Can determine when it is appropriate to refer major hardware problems to service personnel for correction. (R, S, IN)
15. Can demonstrate the ability to instruct users in use of equipment, software and manuals. (R, T, I, S, IN)
16. Can replace defective or inadequate software packages. (R, T, I, S, IN)
17. Can service by cleaning parts, replacing worn or defective units, and making adjustments. (R, T, I, S, IN)
18. Can demonstrate the ability to maintain accurate records of work hours, parts utilized, and work performed. (R, T, S)
19. Can demonstrate the ability to direct and coordinate customer service activities of an establishment. (R, I, IN)
20. Can demonstrate the ability to perform a variety of duties, changing from one task to another of a different nature without loss of efficiency or composure. (R, IN)
21. Can demonstrate the ability to work under stress during emergency situations. (R, IN)
22. Can demonstrate ability to perform basic arithmetic operations. (IN)