NoRTEC 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. <u>Physical Demands</u> - Medium lifting, carrying, or moving (up to 50 lbs); <u>General Education Development</u> - R4 M3 L4 <u>Aptitudes</u>: Above Average General Learning Ability and Motor Coordination - Average Verbal, Numerical, Spatial, Form Perception, Clerical Perception, Finger Dexterity, and Manual Dexterity.

<u>**CORE SKILL COMPETENCIES/INDICA**TORS</u>:

1. **Can demonstrate an advanced understanding of microcomputer hardware and software systems. (R, T, S, IN)**
2. **Can demonstrate proper** pr**ocedur es for inspecting microcomputer equipment. (R, T, S, IN)**
3. **Can demonstrate ability to read and comprehend order sheets listing user r**equir **ements. (R, T, S,** IN**)**
4. **Can demonstrate proper techniques used to pr**epar **e microcomputers for delivery. (R, T, S, IN)**
5. **Can install or assist service personnel in installation of hard**war **e (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 p**rocedur **es. (R, T, S, IN)**
8. **Can demonstrate ability to load specified software packages, such as operating systems, word** pr**ocessing 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** tr**oubleshooting. (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 p**roblems. **(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** corr **ection. (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 establishm**ent. **(R, I, IN)**
20. **Can demonstrate the ability to perform a variety of duties, changing from one task to another of a** differ **ent 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)**