

IT skills certificate

Komp u ter hulp

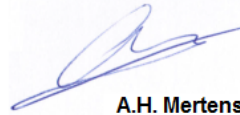


L.v.d.Wal
18 okt. 2018



Stichting Kompu ter hulp
 Piet Heinstraat 42
 2518 CJ Den Haag
 Instructor A.H. Mertens
 L.v.d.Wal

A	IT staff member (level 2)		Operating System	Hardware	Wireless	Networking	Security	Server
1	Install hard and software							
1	Assembling systems	14	■ 7	■ 7				
2	Dismantling of systems	14	■ 7	■ 7				
3	Install and configure systems and (standard) applications	14	■ 7	■ 7				
4	Realisation of cabling infrastructure	7	■ 7					
6	Installing Windows 10	8	■ 8					
2	Maintenance and management of hardware and software							
1	Preventing malfunctions and malfunctions	14	■ 7	■ 7				
2	Locating and resolving malfunctions and malfunctions	14	■ 7	■ 7				
3	Supporting system users							
1	Handling of incident reports	14	■ 7	■ 7				
2	Handling of incident reports	14	■ 7	■ 7				
	Total	113						
	Spare parts	16						
	Average	7,06						


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B	IT staff member (level 3)		Operating System		Hardware		Wireless		Networking		Security		Server	
	Components still to be learned = F(uture)													
1	Install hard and software													
1	Assembling systems	7			■	7								
3	Install and configure systems and (standard) applications	21	■	7	■	7							■	7
4	Realisation of cabling infrastructure	14			■	7			■	7				
6	Thin clients Windows 10 RDP	21			■	7			■	7			■	7
7	Thin clients Server 2016	F			■	F			■	F			■	
2	Maintenance and management of hardware and software													
1	Preventing malfunctions and malfunctions	42	■	7	■	7	■	7	■	7	■	7	■	7
2	Locating and resolving malfunctions and malfunctions	42	■	7	■	7	■	7	■	7	■	7	■	7
3	Supporting system users													
1	Instructing users	0												
2	Handling of incident notifications PC recovery	21	■	7	■	7	■	7						
3	Handling of incident reports	42	■	7	■	7	■	7	■	7	■	7	■	7
	Total	210												
	Spare parts	30												
	Average	7,00												


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C	Server 2016 & Exchange Mail 2016		Operating System		Hardware		Networking		Server 2016		Exchange 2016	
	Level 4											
1												
	1 Assembling systems	21			■	7			■	7	■	7
	3 Install and configure systems and (standard) applications	28	■	7	■	7			■	7	■	7
	4 Realisation of cabling infrastructure	7					■		■	7		
	5 Router and security		■	F					■	F		
	6 Firewall		■	F					■	F		
2	Maintenance and management of hardware and software											
	1 Preventing malfunctions and malfunctions	0	■	F	■	F	■	F	■	F	■	F
	2 Locating and resolving malfunctions and malfunctions	0	■	F	■	F	■	F	■	F	■	F
	3 Boatgr recovery	7	■	7					■	F		
	4 Backup								■	F	■	F
3	Supporting system users											
	1 Instructing users											
	2 Handling of incident reports											
	3 Handling of incident reports		■	F	■	F	■	F	■	F	■	F
		Total										63
		Spare parts										9
		Average										7,00

	A	7,06
	B	7,00
	C	7,00
	Total	21,06
	Average	7,02


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	Personal assessment				
	Part 1 and 2 plus total				
	Customer service and recovery				
	Taking a PC, noting down complaints, politeness	8	■		
	Troubleshooting Desktop	7	■		
	Troubleshooting Laptop	7	■		
	Miscellaneous, peripheral printers, cameras etc.	7	■		
	Finishing, cleanliness of the working environment	7	■		
	Total	36			
1	Average	7,2			
	Personal				
	Present on time	9	■		
	Inventiveness, problem solving ability	7	■		
	Be patient	8	■		
	Stress resistance	8	■		
	Structured work.	8	■		
	Cleanliness and tidying up the working environment	8	■		
	Customer service, politeness, listening	8	■		
	Language use, general attitude	8	■		
	Clothing	8	■		
	Able to handle a given order as primary	8	■		
	Total	80			
2	Average	8			
	Total cluster 1 and 2	116			
	Average for behavior and character	7,73			
	Total cluster 1 and 2	152,0			
	Average technical skills	7,6			
	Total average	7,7			