

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR IT-ITeS INDUSTRY

What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Introduction

Qualifications Pack-Domestic IT Helpdesk Attendant

SECTOR: IT-ITES

SUB-SECTOR: IT Services

OCCUPATION: IT Support Services/Helpdesk

REFERENCE ID: SSC/Q0110

Domestic IT Helpdesk Attendant in the IT-ITeS Industry is also known as a Helpdesk Executive, Service Desk Executive, Technology Support Executive, IT Support Executive , Helpdesk Coordinator.

Brief Job Description: Individuals at this job are mainly responsible for the smooth running of computer systems and ensuring users get maximum benefits from them. Individual tasks vary depending on the size and structure of the organization, but may include installing and configuring computer hardware operating systems and applications; monitoring and maintaining computer systems and networks; talking staff/clients through a series of actions, either face to face or over the telephone to help set up systems or resolve issues; troubleshooting system and network problems and diagnosing and solving hardware/software faults etc.

Personal Attributes: This job requires the individual to have thorough knowledge of various technology trends and processes as well as have updated knowledge about IT initiatives. He/she should be highly motivated and energetic

Job Details	Qualifications Pack Code	SSC/Q0110		
	Job Role	Domestic IT Helpdesk Attendant		
	Credits(NVEQF/NVQF/NSQF)	TBD	Version number	1.0
	Sector	IT-ITes	Drafted on	30/04/13
	Sub-sector	IT Services	Last reviewed on	30/04/13
	Occupation	IT Support Services/ Helpdesk	Next review date	30/04/15

Job Role	Domestic IT Helpdesk Attendant (Customer Service Associate, Customer Service Representative, Customer Care Executive, Technical Support, Helpdesk Coordinator, Process Associate- Voice)
Role Description	Managing and resolving client queries / issues primarily through telephonic calls.
NVEQF/NVQF level	4
Minimum Educational Qualifications	12 th preferable
Maximum Educational Qualifications	Master's Degree in any discipline
Training (Suggested but not mandatory)	Training programs in customer orientation, dealing with difficult customers, Telephone etiquettes etc.
Experience	0-1 year of work experience/internship in a related area
Applicable National Occupational Standards (NOS)	Compulsory: <ol style="list-style-type: none"> SSC/N0220 (Deal directly with IT service requests/incidents) SSC/N9001 (Manage your work to meet requirements) SSC/N9003 (Maintain a healthy, safe and secure working environment) Optional: Not Applicable
Performance Criteria	As described in the relevant OS units

Glossary of Key Terms

Table 1: Glossary of Key Terms

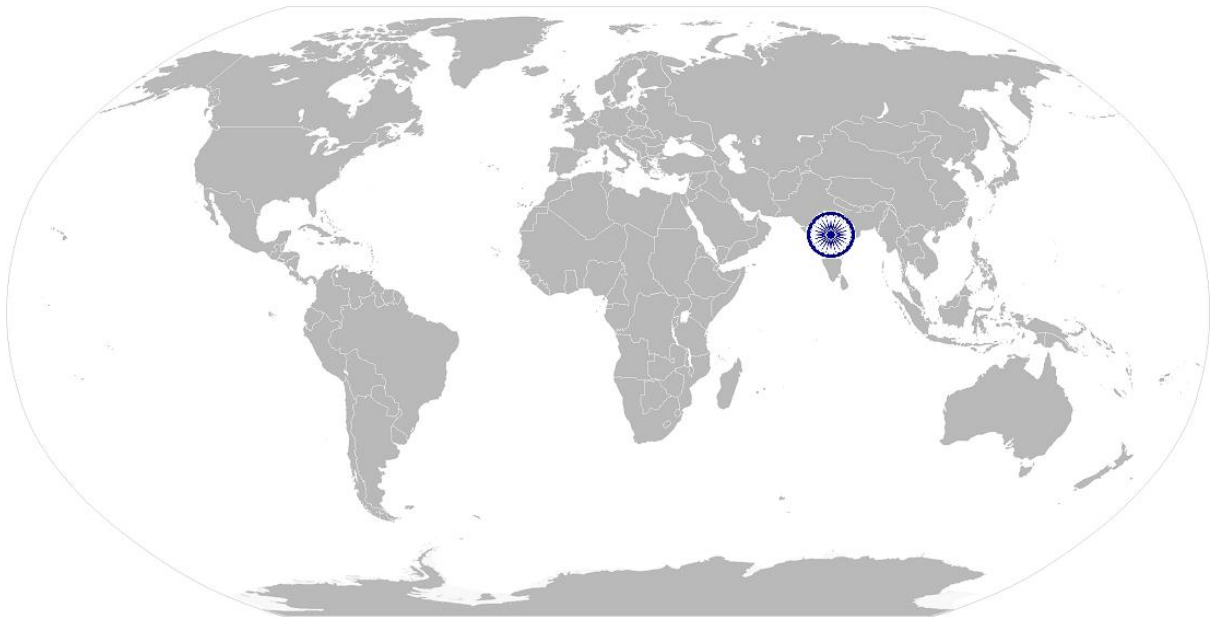
Definitions	Keywords /Terms	Description
	Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.	
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.	
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.	
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.	
Sub-functions	Sub-functions are sub-activities essential to fulfill the achieving the objectives of the function.	
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.	
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.	
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.	
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context.	
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.	
Qualifications Pack(QP)	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.	
Unit Code	Unit Code is a unique identifier for an OS unit, which can be denoted with either an 'O' or an 'N'.	
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.	

Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of performance required.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the OS , these include communication related skills that are applicable to most job roles.
Helpdesk	Helpdesk is an entity to which the customers will report their IT problems. IT Service Helpdesk Attendant is responsible for managing the helpdesk.
Keywords /Terms	Description
IT-ITeS	Information Technology - Information Technology enabled Services
BPM	Business Process Management
BPO	Business Process Outsourcing
KPO	Knowledge Process Outsourcing
LPO	Legal Process Outsourcing
IPO	Information Process Outsourcing
BCA	Bachelor of Computer Applications
B.Sc.	Bachelor of Science
OS	Occupational Standard(s)
NOS	National Occupational Standard(s)
QP	Qualifications Pack
UGC	University Grants Commission
MHRD	Ministry of Human Resource Development
MoLE	Ministry of Labor and Employment
NVEQF	National Vocational Education Qualifications Framework
NVQF	National Vocational Qualifications Framework

Acronyms

SSC/-N-0220 Deal directly with IT services requests/incidents


National Occupational Standard



Overview

This unit is about making telephone calls to customers and prospective customers in order to sell products/services to them.

SSC/N0220 Deal directly with IT services requests/incidents.

Applicable OS Unit	Unit Code	SSC/N0220
	Unit Title (Task)	Deal directly with IT service requests/incidents
	Description	This unit is about dealing directly with IT service requests and incidents within your level of competence and authority.
	Scope	<p>This unit/task covers the following:</p> <p>Customers:</p> <ul style="list-style-type: none"> • internal • external <p>Incidents may involve:</p> <ul style="list-style-type: none"> • servers • storage • network • databases • applications • security • batch jobs <p>Service requests may include:</p> <ul style="list-style-type: none"> • access management • application installation • peripheral installation • anti-virus installation • security hardening <p>Appropriate people:</p> <ul style="list-style-type: none"> • line manager • colleagues • subject matter experts 
	Performance Criteria (PC) w.r.t. the Scope	
	<p>To be competent, you must be able to:</p> <p>PC1. monitor systems to identify promptly automated alerts and customer service requests</p> <p>PC2. validate automated alerts to ensure they are genuine incidents</p> <p>PC3. record and acknowledge service requests/incidents using your organization's tools and procedures</p> <p>PC4. obtain sufficient information from customers to accurately identify the nature of service requests</p> <p>PC5. analyze automated alerts to accurately identify the nature of incidents</p> <p>PC6. access your organization's knowledge base to identify solutions/workarounds for service requests/incidents</p> <p>PC7. evaluate the suitability of solutions/workarounds, where available</p> <p>PC8. use your organization's guidelines and standard scripts to resolve service requests/incidents within your level of competence and authority</p> <p>PC9. refer service requests/incidents outside your level of competence and authority to appropriate people</p>	

SSC/N0220 Deal directly with IT services requests/incidents.

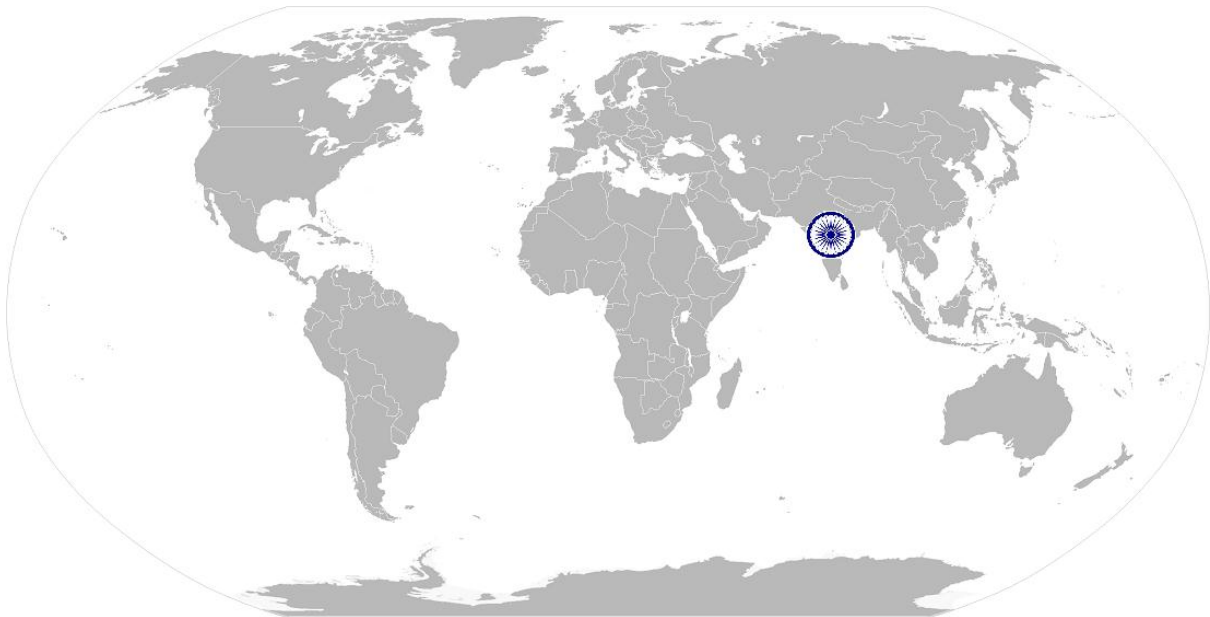
	<p>PC10. obtain help or advice from appropriate people, where necessary</p> <p>PC11. obtain confirmation from customers that service requests/incidents have been resolved</p> <p>PC12. record the resolution of service requests/incidents accurately using your organization's tools and procedures</p> <p>PC13. comply with relevant standards, policies, procedures, guidelines and service level agreements (SLAs) when dealing directly with IT service requests/incidents.</p>
Knowledge and Understanding (K)	
<p>A. Organizational Context (Knowledge of the company/ organization and its processes)</p>	<p>You need to know and understand:</p> <p>KA1. your organization's policies, procedures, guidelines, service level agreements (SLAs) and coding standards for dealing with IT service requests or incidents</p> <p>KA2. different IT applications and the environments in which they are used</p> <p>KA3. the importance of using specific client agreements, SLAs and management plans</p> <p>KA4. the range of methods and techniques, including types of questioning, used when working with customers</p> <p>KA5. the limits of your role and responsibilities in relation to IT service requests/incidents</p> <p>KA6. who to refer problems to when they are outside the limit of your authority</p> <p>KA7. your organization's tools, templates and processes for recording and monitoring service requests and incidents and how to use these</p> <p>KA8. your organization's guidelines and standard scripts for resolving service requests/incidents and how to use these</p> <p>KA9. your organization's knowledge base and how to use and update this</p>
<p>B. Technical Knowledge</p>	<p>You need to know and understand:</p> <p>KB1. how to access, monitor and validate automated alerts and customer service requests</p> <p>KB2. types of requests or incidents that may occur and how to resolve them</p> <p>KB3. methods and techniques used to identify and evaluate workarounds or new solutions</p> <p>KB4. configuration management and version control techniques for software maintenance/changes</p> <p>KB5. procedures, practices and tools for developing, testing and applying changes to software</p>
Skills (S)	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p>
	<p>You need to know and understand how to:</p> <p>SA1. complete accurate well written work with attention to detail</p> <p>SA2. communicate with others in writing</p>
	<p>Reading Skills</p>
	<p>You need to know and understand how to:</p> <p>SA3. follow guidelines/procedures/rules and service level agreements</p>
	<p>Oral Communication (Listening and Speaking skills)</p>
<p>You need to know and understand how to:</p>	

SSC/N0220 Deal directly with IT services requests/incidents.

	<p>SA4. listen effectively and orally communicate information accurately</p> <p>SA5. ask for clarification and advice from others</p>
B. Professional Skills	Decision Making
	You need to know and understand how to:
	SB1. follow rule-based decision-making processes
	SB2. identify anomalies in data
	SB3. make decisions on a suitable course of action or response
	Plan and Organize
	You need to know and understand how to:
	SB4. plan and organize your work to achieve targets and deadlines
	Customer Centricity
	You need to know and understand how to:
	SB5. work effectively in a customer facing environment
	SB6. carry out rule-based transactions in line with customer-specific guidelines/procedures/rules and service level agreements
	SB7. check your own and/or your peers work meets customer requirements
Problem Solving	
You need to know and understand how to:	
SB8. apply problem-solving approaches in different situations	
SB9. refer anomalies to the supervisor	
SB10. seek clarification on problems from others	
Analytical Thinking	
You need to know and understand how to:	
SB11. analyze data and activities	
SB12. configure data and disseminate relevant information to others	
SB13. pass on relevant information to others	
Critical Thinking	
You need to know and understand how to:	
SB14. provide opinions on work in a detailed and constructive way	
SB15. apply balance judgments to different situations	
Attention to Detail	
You need to know and understand how to:	
SB16. apply good attention to detail	
SB17. check your work is complete and free from errors	
SB18. get your work checked by others	
Team Working	
You need to know and understand how to:	
SB19. contribute to the quality of team working	
SB20. work independently in a team environment	
SB21. work independently and collaboratively	
C. Technical Skills	You need to know and understand how to:
SC1. source and use coding standards, ticketing tools and utilities/tools	
SC2. use information technology effectively to input and/or extract data accurately	
SC3. identify and refer anomalies in data	
SC4. store and retrieve information	

SSC/N0220 Deal directly with IT services requests/incidents.

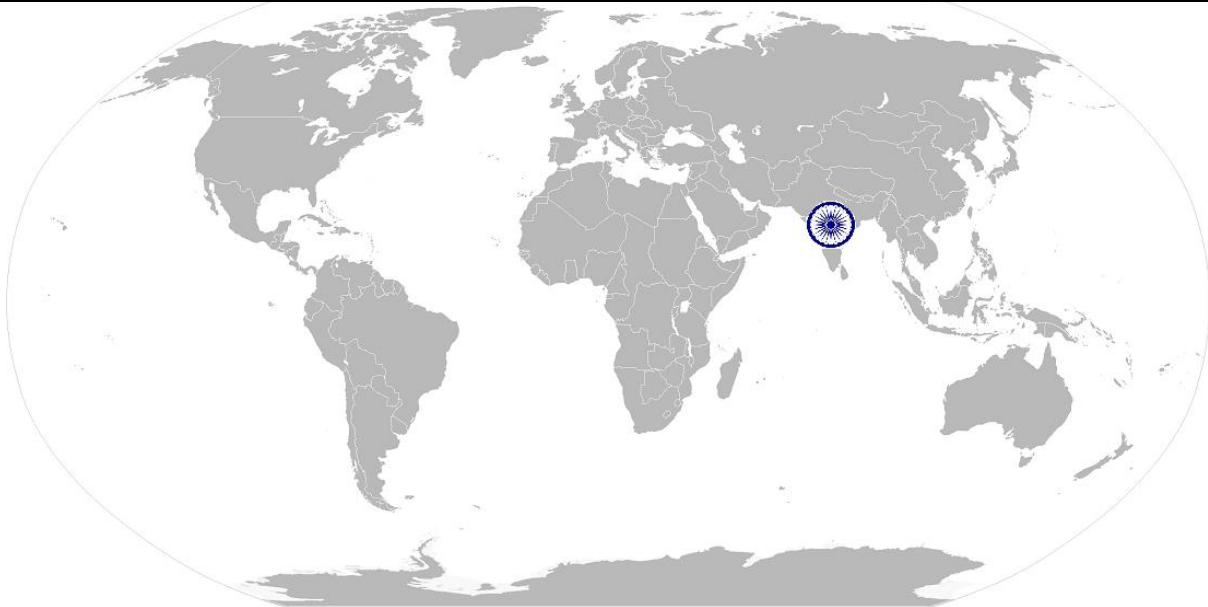
	SC5. agree objectives and work requirements SC6. keep up to date with changes, procedures and practices in your field of expertise
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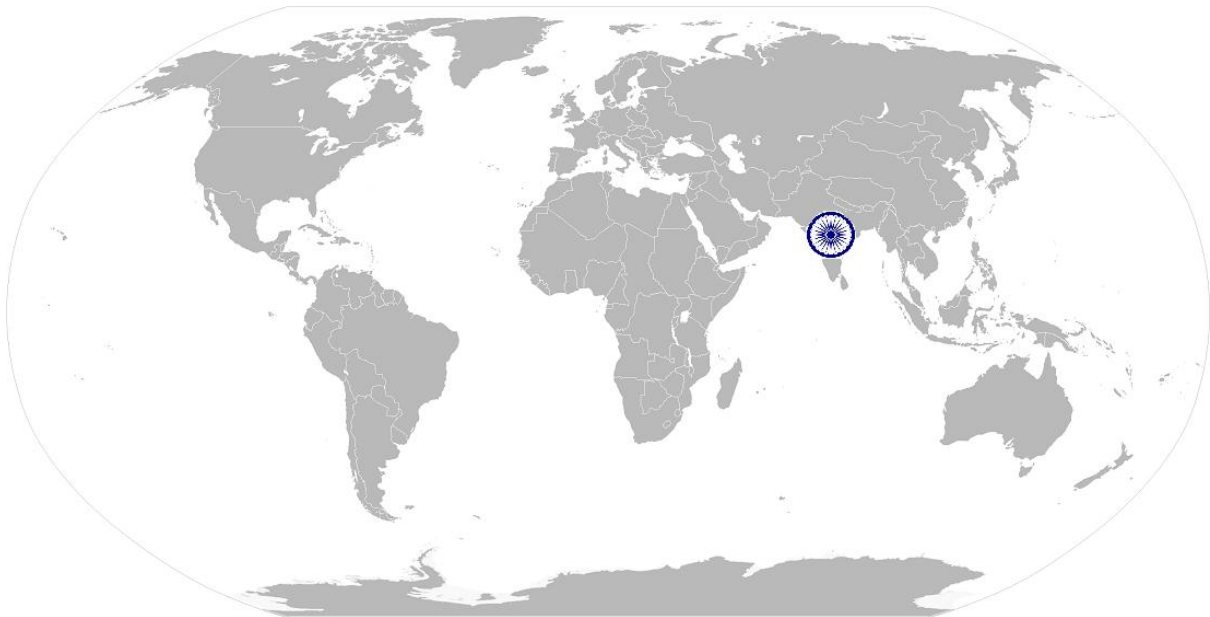
SSC/N0220 Deal directly with IT services requests/incidents.

NOS Version Control

NOS Code	SSC/N0220		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	30/04/2013
Industry Sub-sector	IT Services	Last reviewed on	30/04/2013
		Next review date	30/04/2015



National Occupational Standard



Overview

This unit is about planning and organizing your work in order to complete it to the required standards on time

SSC/N9001 **Manage your work to meet requirements**

Applicable NOS Unit

Unit Code	SSC/N9001
Unit Title (Task)	Manage your work to meet requirements
Description	This unit is about planning and organizing your work in order to complete it to the required standards on time.
Scope	<p>This unit/task covers the following:</p> <p>Work requirements:</p> <ul style="list-style-type: none"> • activities (what you are required to do) • deliverables (the outputs of your work) • quantity (the volume of work you are expected to complete) • standards (what is acceptable performance, including compliance with Service Level Agreements) • timing (when your work needs to be completed) <p>Appropriate people:</p> <ul style="list-style-type: none"> • line manager • the person requesting the work • members of the team/department • members from other teams/departments <p>Resources:</p> <ul style="list-style-type: none"> • equipment • materials • information
Performance Criteria (PC) w.r.t. the Scope	
	<p>To be competent on the job, you must be able to:</p> <p>PC1. establish and agree your work requirements with appropriate people</p> <p>PC2. keep your immediate work area clean and tidy</p> <p>PC3. utilize your time effectively</p> <p>PC4. use resources correctly and efficiently</p> <p>PC5. treat confidential information correctly</p> <p>PC6. work in line with your organization's policies and procedures</p> <p>PC7. work within the limits of your job role</p> <p>PC8. obtain guidance from appropriate people, where necessary</p> <p>PC9. ensure your work meets the agreed requirements</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company/ organization and its processes)	<p>You need to know and understand:</p> <p>KA1. your organization's policies, procedures and priorities for your area of work and your role and responsibilities in carrying out your work</p> <p>KA2. limits of your responsibilities and when to involve others</p> <p>KA3. your specific work requirements and who these must be agreed with</p> <p>KA4. the importance of having a tidy work area and how to do this</p> <p>KA5. how to prioritize your workload according to urgency and importance and the benefits of this</p>

SSC/N9001

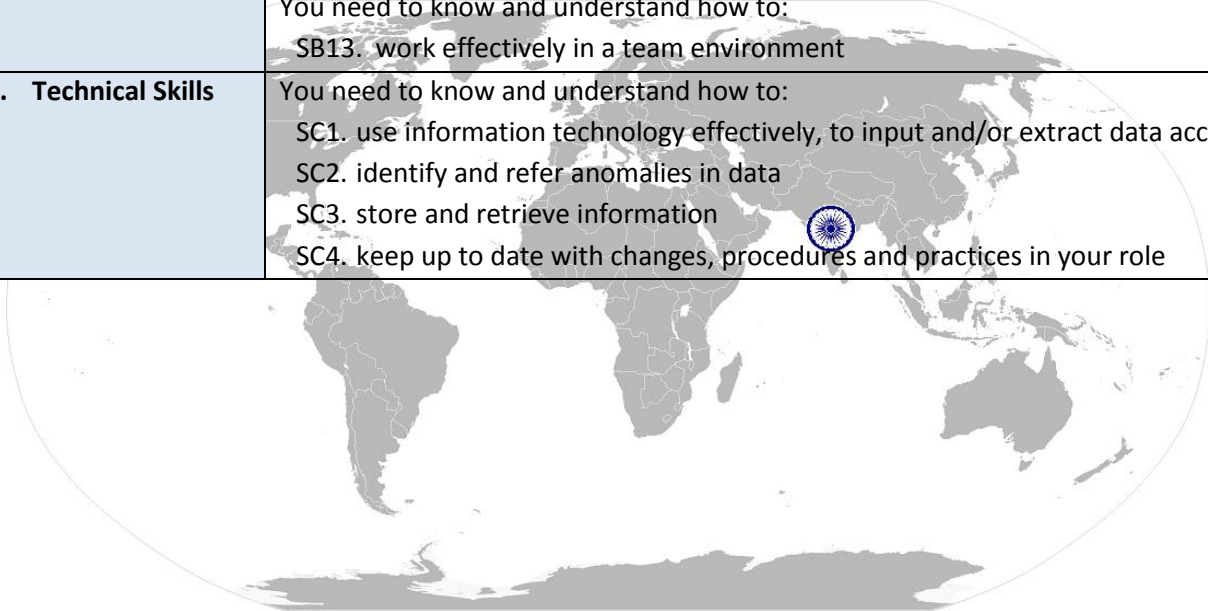
Manage your work to meet requirements

	<p>KA6. your organization's policies and procedures for dealing with confidential information and the importance of complying with these</p> <p>KA7. the purpose of keeping others updated with the progress of your work</p> <p>KA8. who to obtain guidance from and the typical circumstances when this may be required</p> <p>KA9. the purpose and value of being flexible and adapting work plans to reflect change</p>
<p>B. Technical Knowledge</p>	<p>You need to know and understand:</p> <p>KB1. the importance of completing work accurately and how to do this</p> <p>KB2. appropriate timescales for completing your work and the implications of not meeting these for you and the organization</p> <p>KB3. resources needed for your work and how to obtain and use these</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>You need to know and understand how to:</p> <p>SA1. complete accurate work with attention to detail</p> <p>Reading Skills</p> <p>You need to know and understand how to:</p> <p>SA2. read instructions, guidelines, procedures, rules and service level agreements</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>You need to know and understand how to:</p> <p>SA3. ask for clarification and advice from line managers</p> <p>SA4. communicate orally with colleagues</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>You need to know and understand how to:</p> <p>SB1. make decisions on suitable courses</p> <p>Plan and Organize</p> <p>You need to know and understand how to:</p> <p>SB2. plan and organize your work to achieve targets and deadlines</p> <p>SB3. agree objectives and work requirements</p> <p>Customer Centricity</p> <p>You need to know and understand how to:</p> <p>SB4. deliver consistent and reliable service to customers</p> <p>SB5. check your own work meets customer requirements</p> <p>Problem Solving</p> <p>You need to know and understand how to:</p> <p>SB6. refer anomalies to the line manager</p> <p>SB7. seek clarification on problems from others</p> <p>Analytical Thinking</p>

SSC/N9001

Manage your work to meet requirements

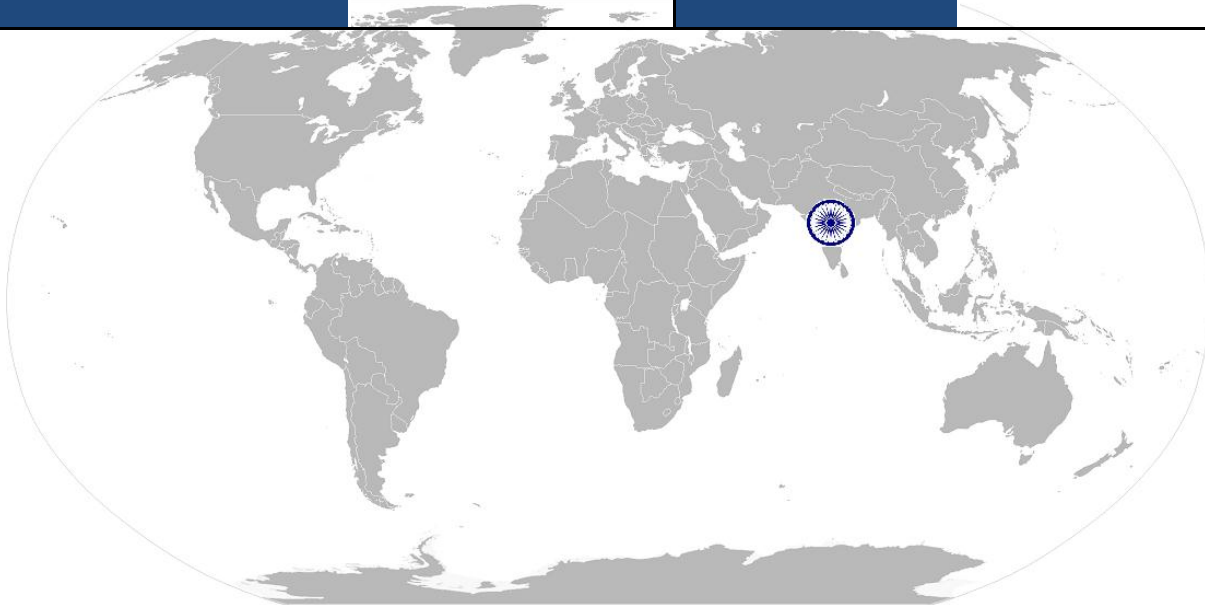
	<p>You need to know and understand how to:</p> <p>SB8. provide relevant information to others</p> <p>SB9. analyze needs, requirements and dependencies in order to meet your work requirements</p>
	<p>Critical Thinking</p>
	<p>You need to know and understand how to:</p> <p>SB10. apply judgments to different situations</p>
	<p>Attention to Detail</p>
	<p>You need to know and understand how to:</p> <p>SB11. check your work is complete and free from errors</p> <p>SB12. get your work checked by peers</p>
	<p>Team Working</p>
<p>C. Technical Skills</p>	<p>You need to know and understand how to:</p> <p>SC1. use information technology effectively, to input and/or extract data accurately</p> <p>SC2. identify and refer anomalies in data</p> <p>SC3. store and retrieve information</p> <p>SC4. keep up to date with changes, procedures and practices in your role</p>



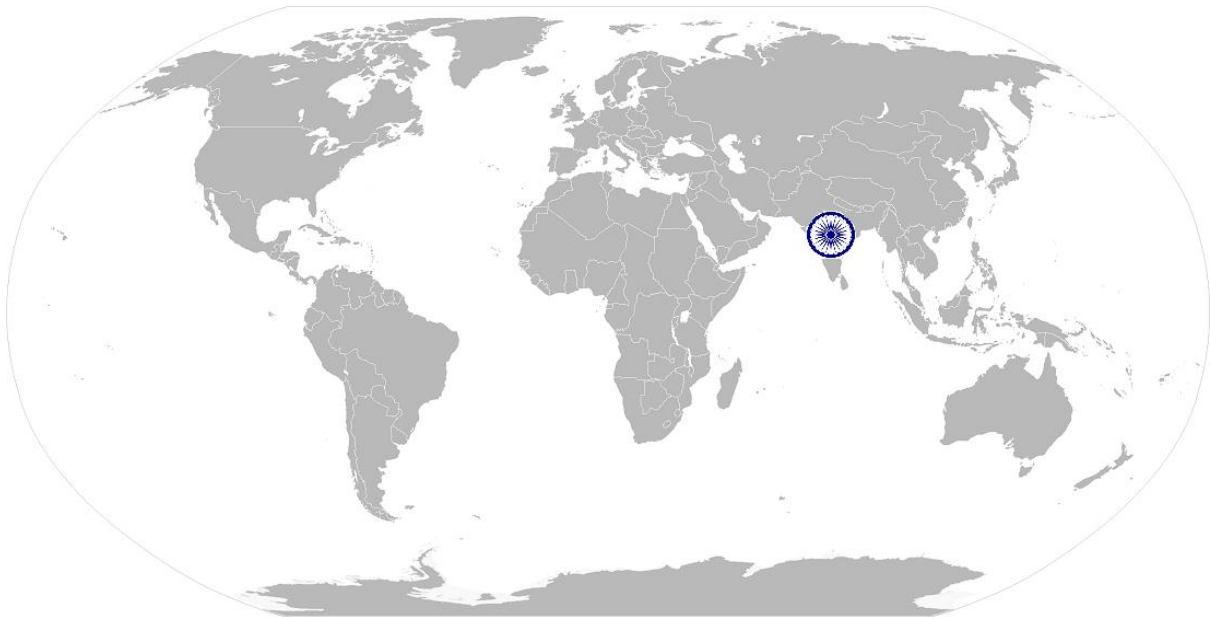
SSC/N9001
NOS Version Control

Manage your work to meet requirements

NOS Code	SSC/N9001		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	30/04/2013
Industry Sub-sector	Business Process Management	Last reviewed on	30/04/2013
		Next review date	30/06/2014



National Occupational Standard



Overview

This unit is about monitoring the working environment and making sure it meets requirements for health, safety and security.

SSC/N9003 Maintain a healthy, safe and secure working environment.

Applicable NOS Unit	Unit Code	SSC/N9003
	Unit Title (Task)	Maintain a healthy, safe and secure working environment
	Description	This unit is about monitoring your working environment and making sure it meets requirements for health, safety and security.
	Scope	<p>This unit/task covers the following:</p> <p>Emergency procedures:</p> <ul style="list-style-type: none"> • illness • accidents • fires • other reasons to evacuate the premises • breaches of security
Performance Criteria (PC) w.r.t. the Scope		
	<p>To be competent, you must be able to:</p> <p>PC1. comply with your organization's current health, safety and security policies and procedures</p> <p>PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person</p> <p>PC3. identify and correct any hazards that you can deal with safely, competently and within the limits of your authority</p> <p>PC4. report any hazards that you are not competent to deal with to the relevant person in line with organizational procedures and warn other people who may be affected</p> <p>PC5. follow your organization's emergency procedures promptly, calmly, and efficiently</p> <p>PC6. identify and recommend opportunities for improving health, safety, and security to the designated person</p> <p>PC1. complete any health and safety records legibly and accurately</p>	
Knowledge and Understanding (K)		
A. Organizational Context (Knowledge of the company/ organization and its processes)	<p>You need to know and understand:</p> <p>KA1. legislative requirements and organization's procedures for health, safety and security and your role and responsibilities in relation to this</p> <p>KA2. what is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace</p> <p>KA3. how and when to report hazards</p> <p>KA4. limits of your responsibility for dealing with hazards</p> <p>KA5. your organization's emergency procedures for different emergency situations and the importance of following these</p> <p>KA6. the importance of maintaining high standards of health, safety and security</p> <p>KA7. implications that any non-compliance with health, safety and security may have on individuals and the organization</p>	

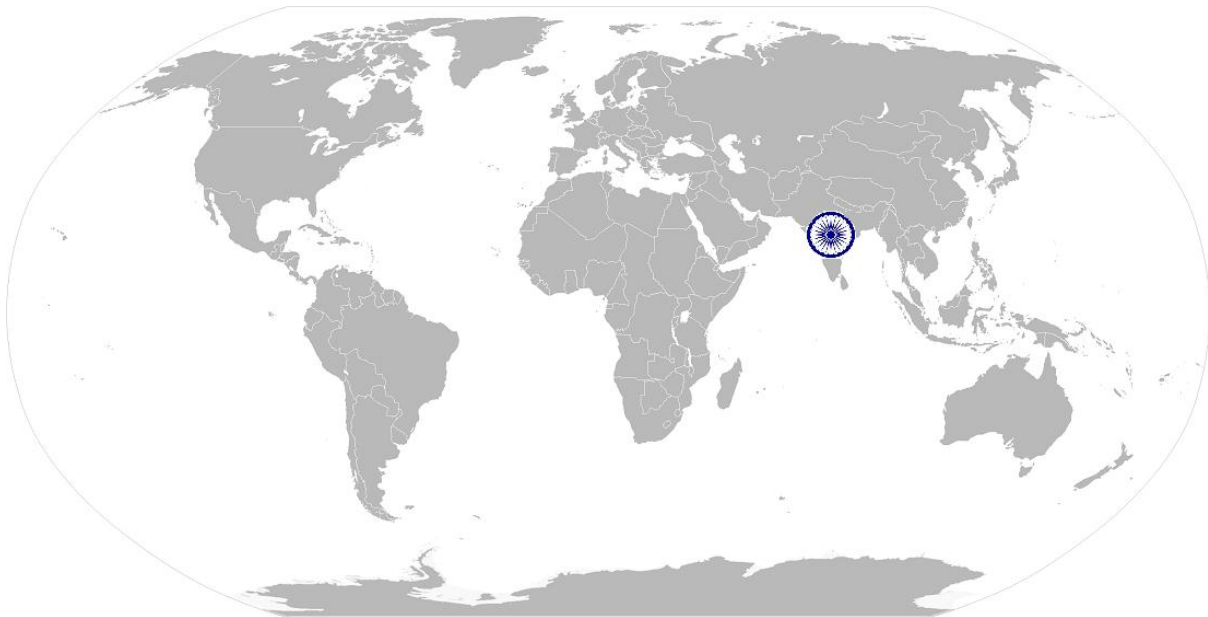
SSC/N9003

Maintain a healthy, safe and secure working environment.

<p>B. Technical Knowledge</p>	<p>You need to know and understand:</p> <p>KB1. different types of breaches in health, safety and security and how and when to report these</p> <p>KB2. evacuation procedures for workers and visitors</p> <p>KB3. how to summon medical assistance and the emergency services, where necessary</p> <p>KB4. how to use the health, safety and accident reporting procedures and the importance of these</p> <p>KB5. government agencies in the areas of safety, health and security and their norms and services</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>You need to know and understand how to:</p> <p>SA1. complete accurate, well written work with attention to detail</p> <p>Reading Skills</p> <p>You need to know and understand how to:</p> <p>SA2. read instructions, guidelines, procedures, rules and service level agreements</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>You need to know and understand how to:</p> <p>SA3. listen effectively and orally communicate information accurately</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>You need to know and understand how to:</p> <p>SB1. make decisions on suitable courses of action</p> <p>Plan and Organize</p> <p>You need to know and understand how to:</p> <p>SB2. plan and organize your work to meet health, safety and security requirements</p> <p>Customer Centricity</p> <p>You need to know and understand how to:</p> <p>SB3. build and maintain positive and effective relationships with colleagues and customers</p> <p>Problem Solving</p> <p>You need to know and understand how to:</p> <p>SB4. apply problem solving approaches in different situations</p> <p>Analytical Thinking</p> <p>You need to know and understand how to:</p> <p>SB5. analyze data and activities</p> <p>Critical Thinking</p> <p>You need to know and understand how to:</p> <p>SB6. apply balanced judgments to different situations</p>

SSC/N9003 Maintain a healthy, safe and secure working environment.

	Attention to Detail
	You need to know and understand how to: SB7. check your work is complete and free from errors SB8. get your work checked by peers
	Team Working
	You need to know and understand how to: SB9. work effectively in a team environment
C. Technical Skills	You need to know and understand how to: SC1. identify and refer anomalies SC2. help reach agreements with colleagues SC3. keep up to date with changes, procedures and practices in your role



SSC/N9003 Maintain a healthy, safe and secure working environment.
NOS Version Control

NOS Code	SSC/N9003		
Credits(NVEQF/NVQF/NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	IT-ITeS	Drafted on	30/04/2013
Industry Sub-sector	Business Process Management	Last reviewed on	30/04/2013
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