GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP
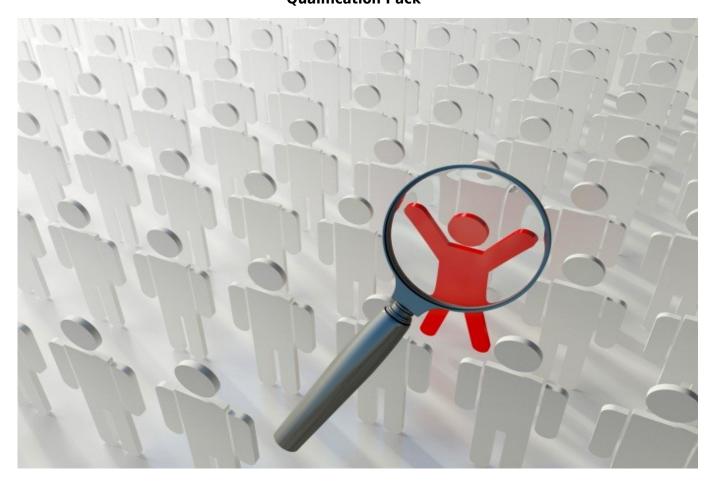

Domestic IT Helpdesk Attendant

QP Code: SSC/Q0110

Version: 1.0

NSQF Level: 4

IT-ITeS Sector Skill Council || NASSCOM Plot No - 7, 8, 9 & 10, 3rd Floor, Sector 126 Noida Uttar Pradesh - 201303

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![IT-ITeS SSC NASSCOM]

सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP
Qualification Pack

NSDC
National Skill Development Corporation
Transforming the skill landscape

SSC/Q0110: Domestic IT Helpdesk Attendant

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 with the ability to self-direct daily activities.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. SSC/N0202: Deal directly with IT service requests/incidents

2. SSC/N9001: Manage your work to meet requirements

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

Qualification Pack (QP) Parameters

Sector	IT-ITeS
Sub-Sector	IT Services
Occupation	IT Support Services/Help Desk
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/ 3512.0101
Minimum Educational Qualification & Experience	12th Class with 0-6 Months of experience

Minimum Level of Education for Training in School	10th Class
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	31/01/2015
Next Review Date	31/03/2022
NSQC Approval Date	19/05/2015
Version	1.0
Reference code on NQR	2015/ITES/ITSSC/00136
NQR Version	1.0

SSC/N0202: 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

This unit/task covers the following: Customers:

- internal
- external Incidents may involve:
- servers
- storage
- network
- databases
- applications
- security
- batch jobs Service requests may include:
- access management
- application installation
- peripheral installation
- anti-virus installation
- security hardening Appropriate people:
- line manager
- colleagues
- subject matter experts

Elements and Performance Criteria

To be competent, the user/individual on the job must be able to:

PC1. monitor systems to identify promptly automated alerts and customer service requests

PC2. validate automated alerts to ensure they are genuine incidents

PC3. record and acknowledge service requests/incidents using your organizations tools and procedures

PC4. obtain sufficient information from customers to accurately identify the nature of service requests

PC5. analyze automated alerts to accurately identify the nature of incidents

PC6. access your organizations knowledge base to identify solutions/workarounds for service requests/incidents

PC7. evaluate the suitability of solutions/workarounds, where available

PC8. use your organizations guidelines and standard scripts to resolve service requests/incidents within your level of competence and authority

PC9. refer service requests/incidents outside your level of competence and authority

PC10. obtain help or advice from appropriate people, where necessary

PC11. obtain confirmation from customers that service requests/incidents have been resolved

PC12. record the resolution of service requests/incidents accurately using your organizations tools and procedures

PC13. .comply with relevant standards, policies, procedures, guidelines and service level agreements (SLAs) when dealing directly with IT service requests/incidents

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. your organizations policies, procedures, guidelines, service level agreements (SLAs) and coding standards for dealing with IT service requests or incidents

KU2. different IT applications and the environments in which they are used

KU3. the importance of using specific client agreements, SLAs and management plans

KU4. methods and techniques, including types of questioning, used when workingwith customers

KU5. the limits of your role and responsibilities in relation to IT service requests/incidents

KU6. who to refer problems to when they are outside the limit of your authority

KU7. your organizations tools, templates and processes for recording and monitoring service requests and incidents and how to use these

KU8. your organizations guidelines and standard scripts for resolving service requests/incidents and how to use these

KU9. your organizations knowledge base and how to use and update this

KU10. how to access, monitor and validate automated alerts and customer servicerequests

KU11. types of requests or incidents that may occur in your area of work and how to resolve them, such as a) account maintenance/access problems b) networking/connectivity problems c) hardware problemsd) operating system (Windows, UNIX) problemse) voice, telephone or video-related problems f) software installation/configuration problems g) database problems

KU12. technologies relating to your area of work, including: a) hardware devices (e.g. laptops, desktops, Blackberries, routers, switches, LAN cables, RAM, mother board, server, RAID, blade server, storage media, printers, other peripherals and drivers) b) operating systems (e.g. Windows, UNIX, Macintosh) c) networks (e.g. LAN, WAN, VPN, IP, wireless, network devices) d) messaging (e.g. Outlook, Windows Mobile, Blackberry, Lotus Notes)e) server (e.g. Windows Server and Active Directory, VMware, Citrix)f) remote troubleshooting tools (e.g. PC Anywhere, DameWare, WebEx, Live Meeting, Radmin)g) PC lifecycle management tools (e.g. SMS, SCOM, Marimba, Altris) h) productivity tools (e.g. MS Office.

KU13. methods and techniques used to identify and evaluate workarounds or newsolutions

KU14. policies and compliance requirements that apply to IT service requests andincidents

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. complete accurate well written work with attention to detail

GS2. communicate with others in writing

GS3. follow guidelines/procedures/rules and service level agreements

GS4. listen effectively and orally communicate information accurately

GS5. ask for clarification and advice from others

GS6. follow rule-based decision-making processes

GS7. make a decision on a suitable course of action

GS8. plan and organize your work to achieve targets and deadlines

GS9. work effectively in a customer facing environment

GS10. carry out rule-based transactions in line with customer-specific guidelines,procedures, rules and service level agreements

GS11. check that your own and/or your peers work meets customer requirements

GS12. apply problem-solving approaches in different situations

GS13. refer anomalies to the supervisor

GS14. seek clarification on problems from others

GS15. analyze data and activities

GS16. configure data and disseminate relevant information to others

GS17. pass on relevant information to others

GS18. provide opinions on work in a detailed and constructive way

GS19. apply balance judgments to different situations

GS20. check your work is complete and free from errors

GS21. get your work checked by others

GS22. contribute to the quality of team working

GS23. work independently in a team environment

GS24. work independently and collaboratively

GS25. source and use coding standards, ticketing tools and utilities/tools

GS26. use information technology effectively to input and/or extract data accurately

GS27. identify and refer anomalies in data

GS28. store and retrieve information

GS29. agree objectives and work requirements

GS30. keep up to date with changes, procedures and practices in your field of expertise

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	50	**250**	**-**	**-**
PC1. monitor systems to identify promptly automated alerts and customer service requests	-	12.5	-	-
PC2. validate automated alerts to ensure they are genuine incidents	-	12.5	-	-
PC3. record and acknowledge service requests/incidents using your organizations tools and procedures	-	12.5	-	-
PC4. obtain sufficient information from customers to accurately identify the nature of service requests	6.25	12.5	-	-
PC5. analyze automated alerts to accurately identify the nature of incidents	-	25	-	-
PC6. access your organizations knowledge base to identify solutions/workarounds for service requests/incidents	-	25	-	-
PC7. evaluate the suitability of solutions/workarounds, where available	-	12.5	-	-
PC8. use your organizations guidelines and standard scripts to resolve service requests/incidents within your level of competence and authority	-	12.5	-	-
PC9. refer service requests/incidents outside your level of competence and authority	-	12.5	-	-
PC10. obtain help or advice from appropriate people, where necessary	-	12.5	-	-
PC11. obtain confirmation from customers that service requests/incidents have been resolved	6.25	12.5	-	-
PC12. record the resolution of service requests/incidents accurately using your organizations tools and procedures	37.5	50	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. .comply with relevant standards, policies, procedures, guidelines and service level agreements (SLAs) when dealing directly with IT service requests/incidents	-	37.5	-	-
NOS Total	**50**	**250**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	SSC/N0202
NOS Name	Deal directly with IT service requests/incidents
Sector	IT-ITeS
Sub-Sector	IT Support Services
Occupation	IT Support Services/Help Desk
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	31/03/2018
Next Review Date	31/03/2022
NSQC Clearance Date	NA

SSC/N9001: 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.

Elements and Performance Criteria

To be competent, the user/individual on the job must be able to:

PC1. establish and agree your work requirements with appropriate people

PC2. keep your immediate work area clean and tidy

PC3. utilize your time effectively

PC4. use resources correctly and efficiently

PC5. treat confidential information correctly

PC6. work in line with your organizations policies and procedures

PC7. work within the limits of your job role

PC8. obtain guidance from appropriate people, where necessary

PC9. ensure your work meets the agreed requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. your organizations policies, procedures and priorities for your area of work and your role and responsibilities in carrying out your work

KU2. limits of your responsibilities and when to involve others

KU3. your specific work requirements and who these must be agreed with

KU4. the importance of having a tidy work area and how to do this

KU5. how to prioritize your workload according to urgency and importance and the benefits of this

KU6. your organizations policies and procedures for dealing with confidential information and the importance of complying with these

KU7. the purpose of keeping others updated with the progress of your work

KU8. who to obtain guidance from and the typical circumstances when this may be required

KU9. the purpose and value of being flexible and adapting work plans to reflect change

KU10. the importance of completing work accurately and how to do this

KU11. appropriate timescales for completing your work and the implications of not meeting these for you and the organization

KU12. resources needed for your work and how to obtain and use these

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. complete accurate work with attention to detail

GS2. read instructions, guidelines, procedures, rules and service level agreements

GS3. ask for clarification and advice from line managers

GS4. communicate orally with colleagues

GS5. make decisions on suitable courses

GS6. plan and organize your work to achieve targets and deadlines

GS7. agree objectives and work requirements

GS8. deliver consistent and reliable service to customers

GS9. check your own work meets customer requirements

GS10. refer anomalies to the line manager

GS11. seek clarification on problems from others

GS12. provide relevant information to others

GS13. analyze needs, requirements and dependencies in order to meet your work requirements

GS14. apply judgments to different situations

GS15. check your work is complete and free from errors

GS16. get your work checked by peers

GS17. work effectively in a team environment

GS18. use information technology effectively, to input and/or extract data accurately

GS19. identify and refer anomalies in data

GS20. store and retrieve information

GS21. keep up to date with changes, procedures and practices in your role

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	25	**75**	**-**	**-**
PC1. establish and agree your work requirements with appropriate people	-	6.25	-	-
PC2. keep your immediate work area clean and tidy	6.25	6.25	-	-
PC3. utilize your time effectively	6.25	6.25	-	-
PC4. use resources correctly and efficiently	6.25	12.5	-	-
PC5. treat confidential information correctly	-	6.25	-	-
PC6. work in line with your organizations policies and procedures	-	12.5	-	-
PC7. work within the limits of your job role	-	6.25	-	-
PC8. obtain guidance from appropriate people, where necessary	-	6.25	-	-
PC9. ensure your work meets the agreed requirements	6.25	12.5	-	-
NOS Total	**25**	**75**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	SSC/N9001
NOS Name	Manage your work to meet requirements
Sector	IT-ITeS
Sub-Sector	IT Services
Occupation	Across all occupations
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	27/01/2022
Next Review Date	27/01/2025
NSQC Clearance Date	27/01/2022

SSC/N9003: 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

Elements and Performance Criteria

To be competent, the user/individual on the job must be able to:

PC1. comply with your organizations current health, safety and security policies and procedures

PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person

PC3. identify and correct any hazards that you can deal with safely, competently and within the limits of your authority

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

PC5. follow your organizations emergency procedures promptly, calmly, and efficiently

PC6. identify and recommend opportunities for improving health, safety, and security to the designated person

PC7. complete any health and safety records legibly and accurately

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. legislative requirements and organizations procedures for health, safety and security and your role and responsibilities in relation to this

KU2. what is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace

KU3. how and when to report hazards

KU4. limits of your responsibility for dealing with hazards

KU5. your organizations emergency procedures for different emergency situations and the importance of following these

KU6. the importance of maintaining high standards of health, safety and security

KU7. implications that any non-compliance with health, safety and security may have on individuals and the organization

KU8. different types of breaches in health, safety and security and how and when to report these

KU9. evacuation procedures for workers and visitors

KU10. how to summon medical assistance and the emergency services, where necessary

KU11. how to use the health, safety and accident reporting procedures and the importance of these

KU12. government agencies in the areas of safety, health and security and their norms and services

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. complete accurate, well written work with attention to detail

GS2. read instructions, guidelines, procedures, rules and service level agreements

GS3. listen effectively and orally communicate information accurately

GS4. make decisions on suitable courses of action

GS5. plan and organize your work to meet health, safety and security requirements

GS6. build and maintain positive and effective relationships with colleagues and customers

GS7. apply problem solving approaches in different situations

GS8. analyze data and activities

GS9. apply balanced judgments to different situations

GS10. check your work is complete and free from errors

GS11. get your work checked by peers

GS12. work effectively in a team environment

GS13. identify and refer anomalies

GS14. help reach agreements with colleagues

GS15. keep up to date with changes, procedures and practices in your role

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	30	**70**	**-**	**-**
PC1. comply with your organizations current health, safety and security policies and procedures	10	10	-	-
PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person	-	10	-	-
PC3. identify and correct any hazards that you can deal with safely, competently and within the limits of your authority	10	10	-	-
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	-	10	-	-
PC5. follow your organizations emergency procedures promptly, calmly, and efficiently	10	10	-	-
PC6. identify and recommend opportunities for improving health, safety, and security to the designated person	-	10	-	-
PC7. complete any health and safety records legibly and accurately	-	10	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	SSC/N9003
NOS Name	Maintain a healthy, safe and secure working environment
Sector	IT-ITeS
Sub-Sector	IT Services
Occupation	Across all occupations
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	27/01/2022
Next Review Date	27/01/2025
NSQC Clearance Date	27/01/2022

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1.Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.

2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.

3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).

4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.

5. In case of successfully passing only certain number of NOSs, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

6. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack

Minimum Aggregate Passing % at QP Level : 70

(**Please note**: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
SSC/N0202.Deal directly with IT service requests/incidents	50	250	-	-	300	60
SSC/N9001.Manage your work to meet requirements	25	75	-	-	100	20
SSC/N9003.Maintain a healthy, safe and secure working environment	30	70	-	-	100	20
Total	**105**	**395**	**-**	**-**	**500**	**100**

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
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

Glossary

Sector	Sector is a conglomeration of different business operations having similar business 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.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
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 (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) 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 (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by 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 a 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 quality of performance required.

Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation 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 (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment 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.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.
Helpdesk	Helpdesk is an entity to which the customers will report their IT problems. IT Service Helpdesk Attendant is responsible for managing the helpdesk.