



## IT Infrastructure Support Technician Competencies

Within this occupation, there are three tracks: server, network, and desktop. You will see these tracks reflected throughout the rubric.

Required Competencies
<b>Tech Support</b> <i>Uses components of commonly used computer hardware, software, applications, etc.; diagnoses customer problems; and provides troubleshooting and issue resolution support.</i>
<b>Core Operating Systems</b> <i>Demonstrates familiarity with the use of multiple operating systems (e.g., Apple, Microsoft, Android, Linux) for computer and mobile devices and installs, configures, and maintains at least one of those operating systems.</i>
<b>Software applications</b> <i>Installs, configures, and maintains a wide variety of software applications.</i>
<b>General networking tools and concepts (NETWORK TECHNICIAN ONLY)</b> <i>Provides network support with commonly used tools/devices, including: routers, switches, wireless, ethernet cabling, and firewalls; manages IP addresses and runs cabling.</i>
<b>IT/Hardware</b> <i>Assembles, configures, installs, maintains, and repairs computer and device hardware and IT systems.</i>
<b>General Information Security</b> <i>Installs, configures, troubleshoots, tests, and maintains in a secure manner the portion of the IT environment under their responsibility (networks, communication, hardware, software, and other devices) to ensure confidentiality, integrity, and availability.</i>