

INFORMATION TECHNOLOGY HARDWARE TECHNICIAN

COMPETENCY ANALYSIS PROFILE Information Technology Hardware Technician – 634B

(All unshaded skill sets must be demonstrated/completed.)

SKILL SETS

SKILLS

PROTECT SELF AND OTHERS 6270.0	Identify and take preventative action against potential workplace environmental, health, and safety hazards 6270.01	Handle, store, and recycle hazardous workplace materials 6270.02	Wear and maintain personal protective equipment 6270.03	Comply with workplace-related legislation 6270.04	Practise and apply fire hazard prevention methods 6270.05
	Comply with Workplace Hazardous Materials Information System (WHMIS) guidelines 6270.06				
DEMONSTRATE QUALITY CUSTOMER SERVICE AND COMMUNICATION SKILLS 6271.0	Use active listening techniques 6271.01	Use effective speaking techniques 6271.02	Prepare written and typed communications 6271.03	Work as part of a team 6271.04	Liaise with vendors to acquire hardware and software components 6271.05
	Handle workload completion to meet target deadlines and ensure customer satisfaction 6271.06				
CREATE AND MAINTAIN DOCUMENTATION 6272.0	Create documentation 6272.01	Record issue diagnosis and resolution 6272.02	Verify accuracy of issue and document resolution 6272.03	Review and document issue resolution and any modifications 6272.04	

INFORMATION TECHNOLOGY HARDWARE TECHNICIAN

CONFIGURE, SERVICE, AND/OR REPLACE MICRO-COMPUTER SYSTEMS 6273.0	Visually inspect microcomputer systems 6273.01	Set up microcomputer systems and peripherals 6273.02	Diagnose and troubleshoot microcomputer systems 6273.03	Service and/or configure microcomputer systems 6273.04	Verify service and/or configuration of microcomputer systems 6273.05
INSTALL AND SUPPORT MICRO COMPUTER OPERATING SYSTEMS 6274.0	Visually inspect microcomputer operating systems 6274.01	Install microcomputer operating systems 6274.02	Diagnose and troubleshoot microcomputer operating systems 6274.03	Repair microcomputer operating systems 6274.04	Verify the installation and repair of microcomputer operating systems 6274.05
INSTALL AND USE SOFTWARE APPLICATIONS 6275.0	Visually inspect software applications 6275.01	Install software applications 6275.02	Diagnose and troubleshoot software applications 6275.03	Configure software applications 6275.04	Verify configuration of software applications 6275.05
OPERATE A NETWORKING ENVIRONMENT 6276.0	Visually inspect a networking environment 6276.01	Diagnose and troubleshoot a networking environment 6276.02	Control a networking environment 6276.03	Verify the operation of a networking environment 6276.04	
IMPLEMENT LOGICAL TROUBLE SHOOTING TECHNIQUES 6277.0	Obtain preliminary information 6277.01	Diagnose, troubleshoot, prioritize and plan issue resolution 6277.02	Implement issue resolution 6277.03	Verify the implementation of issue resolution 6277.04	Document and report issue resolution 6277.05
IDENTIFY AND SERVICE CABLES AND CONDUITS 6278.0	Visually inspect cables and conduits 6278.01	Diagnose and troubleshoot cables and conduits 6278.02	Repair and/or replace cables and conduits 6278.03	Verify the repair and/or replacement of cables and conduit 6278.04	

INFORMATION TECHNOLOGY HARDWARE TECHNICIAN

RESTORE ELECTRICAL AND ELECTRONIC ASSEMBLIES AND COMPONENTS 6279.0	Visually inspect electrical and electronic components 6279.01	Diagnose and troubleshoot electrical and electronic components 6279.02	Restore electrical and electronic components 6279.03	Verify restoration of electrical and electronic components 6279.04	
---	--	---	---	---	--

REPAIR, UPGRADE, AND MAINTAIN MICRO- COMPUTER SYSTEMS AND PERIPHERALS 6280.0	Visually inspect microcomputer systems and peripherals 6280.01	Diagnose and troubleshoot microcomputer systems and peripherals 6280.02	Repair microcomputer systems and peripherals 6280.03	Verify the assembly and/or repair of microcomputer systems and peripherals 6280.04	Maintain microcomputer systems and peripherals 6280.05
---	---	--	---	---	---