

IT skills certificate

Komp u ter hulp



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

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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	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			