



**Desktop Support - ITO**

**Occupational Family/Code – Science & Technology: SIT**

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Occupation Summary	Selection of Competencies	Knowledge	Skills	Personal Attributes
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Employees in Desktop Support roles in the Information Technology Office are involved in providing advanced support services related to users' desktops.

They install hardware and software; administer, configure and maintain Microsoft Exchange; and provide some one-on-one user training. They are required to attend to the desk-side to provide their service versus using remote technologies to address their clients' needs.

For some positions, employees may need to be available after hours to perform some of the duties.



## Knowledge

Knowledge is the baseline of information acquired through work and life experiences, learning situations and formal education which enables an individual to perform from an informed perspective.

### Acts/Regulations/ Legislation

- Knowledge of ministry programs standards, policies and expectations. **(Learn)**

*Specifically:*

- *Client focused service management*
  - *ITIL process and procedures*
  - *Service level agreements*
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### Theories/Principles

- Knowledge of strategic and project planning techniques. **(Bring)**

*Specifically:*

- *Project planning methodology established by the Project Management Institute (PMI) otherwise known as Project Management Body of Knowledge (PMBOK)*
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### Technical

- Knowledge of networking architecture. **(Learn)**

*Specifically:*

- *MS network environment, protocols, wiring topology*

- Knowledge of operating systems. **(Bring)**

*Specifically:*

- *Current desktop and network operating systems such as MS Windows 2000, Windows XP*

- Knowledge of computer hardware and architecture. **(Bring)**

*Specifically:*

- *Personal computer and network hardware components*



- Knowledge of commercial software applications. **(Bring)**

*Specifically:*

- *Current commercial software applications such as MS Office 2000*
  - *Maintenance, configuration and administration of MS Exchange*
  - *Remote support applications*
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## Skills

Skills are those demonstrated abilities, or proficiencies, which one has learned from his/her past. These are acquired/developed from past work and life experience, including volunteer work, independent study, life events, community and leisure activities, and formal training.

Skills are demonstrable, measurable and are transferable from one situation to another.

### Communication

- Ability to orally explain or present (technical) information to a wide variety of technical and non-technical individuals and/or groups in a clear, accurate and understandable manner. **(Bring)**

*Personal attributes which may link with this skill statement include: concise, creative...*

- Ability to actively listen, paraphrase and ask precise questions in order to clarify and understand information being received. **(Bring)**

*Personal attributes which may link with this skill statement include: diplomatic/tactful, patient, quick to learn...*

- Ability to demonstrate and promote the use and value of new technology, programs and services in a manner that creates understanding, captures interest and enhances users' computer skills. **(Bring)**

*Personal attributes which may link with this skill statement include: concise, logical, creative...*

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### Problem Solving

- Ability to independently interpret, comprehend and apply technical instructions and concepts to successfully acquire, install, modify, configure and maintain hardware and software components and administer networks. **(Bring)**

*Personal attributes which may link with this skill statement include: logical, thorough, adaptable/flexible...*



- Ability to diagnose technical problems such as delays, malfunctions and errors in order to determine the true cause of the problem and provide a (workable/reasonable/optimal) solution in a reasonable timeframe. **(Bring)**

*Personal attributes which may link with this skill statement include: creative, logical, thorough, organized...*

- Ability to identify and respond to issues and concerns of others who may be angry or frustrated to reach a mutual understanding. **(Bring)**

*Personal attributes which may link with this skill statement include: diplomatic/tactful...*

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### Team/Independence

- Ability to work independently and participate as a team member to meet the needs of clients and co-workers and to build productive, positive work relationships. **(Bring)**

*Personal attributes which may link with this skill statement include: adaptable/flexible, patient, team player...*

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### Organizational

- Ability to independently prioritize and organize one's own workload to meet tight deadlines and successfully complete projects in a changing environment. **(Bring)**

*Personal attributes which may link with this skill statement include: organized, thorough...*

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### Technical

- Ability to create and or modify a sequence of computer instructions in order to compile, link, build and test computer executables that meet design requirements within established guidelines. **(Bring)**

*Personal attributes which may link with this skill statement include: logical, creative, quick to learn, methodical...*

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## Personal Attributes

### (Bring)

Personal Attributes identify qualities of character, which a person must have to be an effective and successful performer in the job. They are the underlying characteristics, which are deep and enduring parts of an individual expressed most of the time. They are one's personal style or personal effectiveness, which can be described as feelings, attitudes, habits and traits. Each of these is demonstrated through one's behaviour.

The personal attributes are stated under the skill competencies for which they may be most critical.

### Personal attributes for Desktop Support positions include:

#### To Be...

- Logical
- Organized
- Methodical
- Learning oriented (quick to learn)
- Adaptable/flexible
- Thorough
- Creative
- Diplomatic/tactful
- Patient
- Respectful
- Concise
- Flexible
- Team player

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