



Domestic IT Helpdesk Attendant

QP Code: PWD/SSC/Q0110

Version: 2.0

NSQF Level: 4

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Adoption of Job Role for PwD : Job mapping is critical for skill training of PwD so that the livelihood opportunity looks at him/ her not because he/ she is having a disability but because of the skill. Mapping with a disability involves research with subject matter experts (SMEs) with a view on the industry requirement without compromising on performance outcome. In cases, mapping is also supported by the use of assistive tools/ technology.

Expository Mapped Parameters

| | |
|--------------------------------------|---|
| Sector | PwD |
| Originating SSC | IT-ITeS |
| Original QP code | SSC/Q0110 |
| QP Version | 2.0 |
| Expository NSQF Level | 4 |
| Disability Type | Locomotor Disability Leprosy Cured Person Dwarfism Acid Attack Victims |
| Disability Category | Physical Disability/Physically Handicapped |
| Expository NSQC Approval Date | |
| Expository Next Review Date | NA |

| Expository Code | Expository Version | Expository Name | Minimum Entry Criteria | Expository Linked On |
|-----------------|--------------------|----------------------|---|----------------------|
| E001 | 1.0 | Locomotor Disability | 10th Class (10th Class Pass with 2 years of experience OR 10th Class Pass + ITI (1 year after Class 10th) with 1 year Experience OR 10th Class Pass + ITI (2 years after Class 10th) OR 10th Class Pass and pursuing continuous regular Schooling OR 3 Year Diploma (After 10th) OR 12th Class Pass with 6 months experience OR Previous relevant Qualification of NSQF Level 3 with 2 years of experience), | N/A |

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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/Helpdesk |
| Country | India |
| NSQF Level | 4 |
| Credits | NA |
| Aligned to NCO/ISCO/ISIC Code | NCO-2015/ 3512.0101 |

| | |
|---|--|
| Minimum Educational Qualification & Experience | 12th Class OR 10th Class/I.T.I OR 10th Class with 2 Years of experience |
| Minimum Level of Education for Training in School | 10th Class |
| Pre-Requisite License or Training | Training programs in customer orientation, dealing with difficult customers, Telephone etiquettes etc. |
| Minimum Job Entry Age | 18 Years |
| Last Reviewed On | 27/01/2022 |
| Next Review Date | 27/01/2025 |
| Deactivation Date | 31/01/2023 |
| NSQC Approval Date | 27/01/2022 |
| Version | 2.0 |

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

The scope covers the following :

- Types of customers, like internal and external
- Types of incidents, like server storage, network databases, applications security batch jobs, etc.
- Types of service requests, like: access management, application, installation, peripheral installation, anti-virus installation, security hardening, etc.
- Appropriate people like colleagues at the IT helpdesk, members of technical team, subject matter experts, subject matter experts outside the organization, line manager, etc.

Elements and Performance Criteria

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

- PC1.** monitor systems to identify automated alerts and customer service requests
- PC2.** validate automated alerts to ensure they are genuine incidents
- PC3.** record and acknowledge service requests/incidents using the organization's tools and procedures
- PC4.** obtain sufficient information from customers to accurately identify the nature of service requests
- PC5.** analyze automated alerts to identify the nature of incidents
- PC6.** access the knowledge base to identify solutions/workarounds for service requests/incidents
- PC7.** evaluate the suitability of solutions/workarounds, where available
- PC8.** use the organization's guidelines and standard scripts to resolve service requests/incidents within the level of competence
- PC9.** refer service requests/incidents outside the level of competence and authority
- PC10.** obtain help or advice from peers or managers, where necessary
- PC11.** obtain confirmation from customers that service requests/incidents have been resolved
- PC12.** record the resolution of service requests/incidents accurately
- PC13.** examine 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.** the organization's 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.** different types of questioning techniques used when working with customers
- KU5.** the limits of one's 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.** organization's tools, templates and processes for recording and monitoring service requests and incidents and how to use these
- KU8.** the organization's guidelines and standard scripts for resolving service requests/incidents
- KU9.** methods and techniques used to identify and evaluate new solutions
- KU10.** how to access, monitor and validate automated alerts and customer service requests
- KU11.** types of requests or incidents in the area of work and how to resolve these, including: a) account maintenance/ access problems b) networking/connectivity problems c) hardware problems d) operating system problems e) voice, telephone or video-related problems f) software installation/configuration problems g) database problems
- KU12.** the policies and compliance requirements that apply to IT service requests and incidents
- KU13.** • technologies related to the work area, 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) servers (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) i) IT service management tools

Generic Skills (GS)

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

- GS1.** listen actively and communicate with others orally and in writing
- GS2.** seek inputs and suggestions from peers or experts
- GS3.** identify the gaps and anomalies in fetched data and analyze the same
- GS4.** work with the obtained information keeping data source intact
- GS5.** handle multiple tasks concurrently
- GS6.** draw a conclusive plan to complete the tasks within given deadlines
- GS7.** work in a customer facing environment with peers to build and maintain positive and effective relationships with customers to meet their requirements
- GS8.** apply problem-solving approaches in different situation
- GS9.** configure data and disseminate relevant information and constructive opinions, applying balanced judgments to different situations
- GS10.** practice utilizing information technology efficiently to insert or extract data accurately
- GS11.** make yourself familiar with current changes in procedures and practices in the role

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| | 50 | 250 | - | - |
| PC1. monitor systems to identify 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 the organization's 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 identify the nature of incidents | - | 25 | - | - |
| PC6. access the knowledge base to identify solutions/workarounds for service requests/incidents | - | 25 | - | - |
| PC7. evaluate the suitability of solutions/workarounds, where available | - | 12.5 | - | - |
| PC8. use the organization's guidelines and standard scripts to resolve service requests/incidents within the level of competence | - | 12.5 | - | - |
| PC9. refer service requests/incidents outside the level of competence and authority | - | 12.5 | - | - |
| PC10. obtain help or advice from peers or managers, 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 | 37.5 | 50 | - | - |
| PC13. examine 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 | 3 |
| Credits | 11 |
| Version | 2.0 |
| Last Reviewed Date | 27/01/2022 |
| Next Review Date | 17/11/2025 |
| NSQC Clearance Date | 17/11/2022 |

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.

Scope

The scope covers the following :

- Utilise resources
- Ensure compliance

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 the immediate work area clean and tidy
- PC3.** utilize time effectively
- PC4.** use resources correctly and efficiently
- PC5.** treat confidential information correctly
- PC6.** work in line with the organization's policies and procedures
- PC7.** work within the limits of the job role
- PC8.** obtain guidance from appropriate people, where necessary
- PC9.** ensure the work meets the agreed requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the priorities for the area of work
- KU2.** role, responsibilities, limits of the responsibilities and whom these must be agreed with, as well as when to involve others
- KU3.** the importance of having a tidy work area and how to do this
- KU4.** how to prioritize your workload according to urgency and importance and the benefits of this
- KU5.** the organizations policies and procedures, especially for dealing with confidential information, and the importance of complying with these
- KU6.** the purpose of keeping others updated with the progress of the work
- KU7.** the purpose and value of being flexible and adapting work plans to reflect change
- KU8.** the importance of completing work accurately and how to do this
- KU9.** appropriate timescales for completing the work and the implications of not meeting these for self and the organization
- KU10.** resources needed for the work and how to obtain and use these

Generic Skills (GS)

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

- GS1.** read instructions, guidelines, procedures, rules and service level agreements
- GS2.** ask for clarification and advice from line managers
- GS3.** communicate orally with colleagues
- GS4.** make decisions on suitable courses
- GS5.** plan and organize the work to achieve targets and deadlines
- GS6.** agree to objectives and work requirements
- GS7.** deliver consistent and reliable service to customers
- GS8.** check that the work meets customer requirements
- GS9.** refer anomalies to the line manager
- GS10.** seek clarification on problems from others
- GS11.** provide relevant information to others
- GS12.** analyze needs, requirements and dependencies in order to meet the work requirements
- GS13.** apply judgments to different situations
- GS14.** ensure the work is complete and free from errors
- GS15.** get the work checked by peers
- GS16.** work effectively in a team environment
- GS17.** use information technology effectively, to input and/or extract data accurately
- GS18.** identify and refer anomalies in data
- GS19.** store and retrieve information
- GS20.** keep up to date with changes, procedures and practices in the 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 the immediate work area clean and tidy | 6.25 | 6.25 | - | - |
| PC3. utilize 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 the organization's policies and procedures | - | 12.5 | - | - |
| PC7. work within the limits of the job role | - | 6.25 | - | - |
| PC8. obtain guidance from appropriate people, where necessary | - | 6.25 | - | - |
| PC9. ensure the 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, Business Process Management, Engineering R&D, Software Product Development, IT Support Services, Software Products, Future Skills |
| Occupation | Generic |
| NSQF Level | 4 |
| Credits | TBD |
| Version | 2.0 |
| Last Reviewed Date | 27/01/2022 |
| Next Review Date | 03/05/2026 |
| NSQF Clearance Date | 03/05/2023 |

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

Scope

The scope covers the following :

- Ensure compliance
- Follow safety procedure

Elements and Performance Criteria

Ensure compliance

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

- PC1.** comply with the organization's 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

Follow safety procedure

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

- PC5.** follow the organization's 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 organization's 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.** the organization's 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.** 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 that the work is complete and free from errors
- GS11.** work effectively in a team environment
- GS12.** identify and refer anomalies
- GS13.** help reach agreements with colleagues
- GS14.** keep up to date with changes, procedures and practices in the job role

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Ensure compliance</i> | 20 | 40 | - | - |
| PC1. comply with the organization’s 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 | - | - |
| <i>Follow safety procedure</i> | 10 | 30 | - | - |
| PC5. follow the organization’s 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, Business Process Management, Engineering R&D, Software Product Development, IT Support Services, Software Products, Future Skills |
| Occupation | Generic |
| NSQF Level | 4 |
| Credits | TBD |
| Version | 2.0 |
| Last Reviewed Date | 27/01/2022 |
| Next Review Date | 03/05/2026 |
| NSQF Clearance Date | 03/05/2023 |

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification File will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down a proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS
4. Individual assessment agencies will create unique question papers for the theory part for each candidate at each examination/training centre (as per assessment criteria below)
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on this criterion
6. To pass a QF, a trainee should score an average of 70% across generic NOS' and a minimum of 70% for each technical NOS

7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification File.

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 | 50 |
| SSC/N9001.Manage your work to meet requirements | 25 | 75 | - | - | 100 | 25 |
| SSC/N9003.Maintain a healthy, safe and secure working environment | 30 | 70 | - | - | 100 | 25 |
| 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 |

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. |