



IT Essentials I: PC Hardware and Software and IT Essentials II: Network Operating Systems Alignment to Standardized Job Clusters

Job Cluster Description - IT Essentials I and II

The IT Essentials curriculum provides a strong foundation that can be applied to a wide variety of careers in many industries. This course helps prepare students for the CompTIA A+ and Server+ certifications. The skill set attained through successfully completing this course was aligned to job clusters defined on CompTIA's web site at <http://www.comptia.org> and are listed below:

Computer Operator, Intermediate Level

- Operates and monitors computer equipment. Performs routine tasks to maintain computer equipment and their peripherals
- Loads peripheral equipment for operating runs
- Observes peripheral equipment and error messages displayed on monitor of terminal to detect faulty output or machine stoppage
- Works under general supervision
- Reports to a manager

Field Support Technician, Entry Level

- Responsible for repair, installation and maintenance of personal computer hardware and peripherals at customer locations
- Demands a strong emphasis on customer satisfaction
- Works on assignments within policies and procedures
- Works primarily in teams with higher level technicians
- Reports to a manager

Hardware Installation Coordinator, Entry Level

- Focuses on implementation of network connectivity at client locations
- Assists with problem identification and resolution
- Works under limited supervision

Internet Systems Administrator, Intermediate Level

- Manages and tunes Internet and intranet infrastructure, including Web, FTP, news and mail servers
- Also, configures, manages and deploys e-business solutions servers
- Works under general supervision
- Reports to a manager

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