

The Fundamentals of UNIX and IT Essentials II: Network Operating Systems Alignment to Standardized Job Clusters

Job Cluster Description – Fundamentals of UNIX and IT Essentials II

The Fundamentals of UNIX and IT Essentials II courses provide a strong foundation that can be applied to a wide variety of careers in many industries. The career options listed below are from the CompTIA web site and are representative of the type of job titles that align to skills attained in the Fundamentals of UNIX and IT Essentials II: Networking Operating Systems. To find out more about CompTIA job clusters go to <http://www.comptia.org>.

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

Customer Service Technician, Entry Level

- Dedicated to customer satisfaction on-site or in-house.
- Assists with computer projects involving service, repair and installation
- Suggests the use of products and services
- Basic knowledge in the identification, prioritization and resolution of computer issues
- Prepares reports on work performed. Uses problem management databases
- Assists with problem resolution and change management processes
- May work in a call center environment
- Works under general supervision
- 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

Help Desk Technician, Entry Level

- Dedicated to meeting the expectation of both internal and external customers in a call center environment. Guides the customer regarding the use of a broad range of products, offerings, and services
- Provides identification, prioritization, and resolution of problems following well-defined guidelines and procedures
- Prepares progress reports for work performed
- Uses problem management databases and help desk system
- Works under direct supervision
- Reports to a manager

Internet Network Specialist, Entry Level

- Assists with defining network architecture, identifying infrastructure components and monitoring network performance
- Assists with the design and management of enterprise TCP/IP networks.
- Works under direct supervision
- Reports to a manager

Copyright © 2003 Cisco Systems, Inc. All rights reserved. Cisco, Cisco IOS, Cisco Systems, and the Cisco Systems logo are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and certain other countries. All other trademarks mentioned in this document or Web site are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0108R)