
Overview

This standard covers the competences you need to demonstrate that you can provide technical support for computer application software and equipment for learning activities in accordance with approved procedures and practices.

You will be required to agree technical support requirements and provide support for computer application software and equipment in a manner appropriate to an educational environment.

The activity is likely to be undertaken by someone in a science related work setting, including individuals working in hospitals, scientific laboratories, schools and universities.

Performance criteria

- You must be able to:*
- P1 ensure that your work is carried out in accordance with workplace procedures
 - P2 use safe practices and the appropriate personal protection equipment (PPE) when doing scientific or technical activities
 - P3 agree the technical support requirement with the relevant people
 - P4 Gather relevant and accurate information for the technical support provided
 - P5 demonstrate computer application software and equipment methods and skills in a manner appropriate to educational environment needs
 - P6 work safely at all times, complying with health and safety, environmental and other relevant regulations and guidelines
 - P7 communicate the required information about the work done, in accordance with departmental and organisational procedures

Knowledge and understanding

- You need to know and understand:*
- K1 the health and safety requirements of the area in which you are carrying out the scientific or technical activities
 - K2 the implications of not taking account of legislation, regulations, standards and guidelines when conducting scientific or technical activities
 - K3 the scientific or technical techniques and processes you must use correctly in the workplace
 - K4 the importance of wearing protective clothing, gloves and eye protection for scientific or technical activities
 - K5 the importance of correct identification, and any unique workplace coding system
 - K6 the organisational policies that exist for the use and application of licensed computer software
 - K7 the organisational policies that exist for the use of anti-virus and antispy software protection
 - K8 the organisational policies that exist on data protection and the data protection act
 - K9 the organisational requirements for maintaining the security of the workplace
 - K10 the lines of communication and responsibilities in your department, and the links with the rest of the organisation
 - K11 the limits of your own authority and to whom you should report if you have problems that you cannot resolve
 - K12 what are the approved codes of practice/ working practices and why it is important to follow them at all times
 - K13 what standard operating procedures apply and why it is important to follow them at all times
 - K14 the specific safety and security precautions to be taken when working with computer equipment
 - K15 the correct start up and shutdown procedures to be used for the computer systems
 - K16 how to identify and select the correct software package from the onscreen menu
 - K17 how to deal with system problems
 - K18 how to use the software to perform required operations for organisations requirements
 - K19 the organisational standards and conventions that are used for the computer and the software
 - K20 why it is important to create backup copies of software and to file them in a separate and safe location away from electromagnetic sources
 - K21 the document control and reporting procedures that should be used
 - K22 the reasons why effective communication is important, and the methods used for communicating effectively

Scope/range

1. clarify the technical support required with one of the following people:
 - 1.1 supervisor
 - 1.2 team leader
 - 1.3 health and safety officer
 - 1.4 manager
 - 1.5 head of department
 - 1.6 teacher or trainer

2. gather information for all of the following:
 - 2.1 place for and time of activity
 - 2.2 number of people present
 - 2.3 experimental procedure
 - 2.4 allocated time for completion
 - 2.5 scale of operation
 - 2.6 scientific or technical activity

3. provide computer equipment support for three of the following:
 - 3.1 desk tops
 - 3.2 interactive panels
 - 3.3 intranet system
 - 3.4 lap tops
 - 3.5 computer projectors
 - 3.6 printers/plotters
 - 3.7 digital whiteboards
 - 3.8 copy boards
 - 3.9 other (please specify)

4. provide technical support for four of the following software applications:
 - 4.1 operating system
 - 4.2 firewall/antivirus system
 - 4.3 device drivers
 - 4.4 windows software
 - 4.5 costing/budgeting system
 - 4.6 installation of software
 - 4.7 data management system
 - 4.8 web browsing
 - 4.9 other (please specify)

5. record and communicate details of work done, to the appropriate people, using:
 - 5.1 verbal report plus one method from the following:
 - 5.2 written or typed report
 - 5.3 computer-based record
 - 5.4 specific workplace documentation
 - 5.5 electronic mail

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