IT - Computer Technician

Sector: IT	Occupation: Computer Technician	Credential(s): A+

CareerWise Colorado (CWC) will introduce and support development of these **Career Ready competencies** throughout the apprenticeship (through boot camp, periodic CWC convening's, and training modules delivered by supervisors/coaches over time).

Career Ready Competencies		
Entrepreneurial	**Critical thinking and problem solving**	☐
	Creativity and innovation	☐
	Inquiry	☐
	Risk taking	☐
Personal	**Self-direction**	☐
	Adaptability and flexibility	☐
	Self-management	☐
Civic/Interpersonal	**Collaboration and teamwork**	☐
	Communication	☐
	Global and cultural awareness	☐
	Ethics and integrity	☐
Professional	**Core Academic Foundation**	☐
	Time management	☐
	Grit and resilience	☐
	Work ethic	☐
	Self-advocacy	☐

Technical Competencies

For each competency, use the letter X to indicate whether each competency can be taught and evaluated on the job.

Number	Technical Competencies of the Occupation Pathway
☐ 1	Read documents to gather technical information.
☐ 2	Read work orders/ticket to determine material or setup requirements.
☐ 3	Collect data about customer needs. ● Information to identify, predict, interpret, or evaluate system and network requirements
☐ 4	Compile data or documentation. ● Retrieve, separate and sort program output as needed
☐ 5	Update knowledge about emerging industry or technology trends.
☐ 6	Schedule operational activities. ● Coordinate and schedule the use of computers
☐ 7	Load materials or equipment.
☐ 8	Create electronic or cloud-based data backup to prevent loss of information.
☐ 9	Install computer software. ● Install and perform minor repairs to hardware, software
☐ 10	Install computer hardware. ● Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software
☐ 11	Differentiate between motherboard components, their purposes and properties.

☐ **12**	Evaluate and select appropriate components for a custom configuration to meet specific customer needs.
☐ **13**	Install and configure printers
☐ **14**	Troubleshoot issues with computer software, applications or systems.
☐ **15**	Operate computers or computerized equipment.
☐ **16**	Create and/or format digital documents, data, or images.
☐ **17**	Maintain office equipment in proper operating condition and report maintenance or equipment problems to appropriate personnel.
☐ **18**	Perform printer maintenance.
☐ **19**	Document operational activities or network-related activities or tasks. ● Maintain records of daily data communication transactions, problems and remedial actions taken, or installation activities
☐ **20**	Answer telephones to direct calls or provide information.
☐ **21**	Maintain the inventory of equipment.
☐ **22**	Interact with customers to resolve computer related problems.
☐ **23**	Conduct research to understand or gain information about products or processes.
☐ **24**	Monitor the performance of computer networks ● Analyze network data to determine network usage, disk space availability, or server function

☐ **25**	Monitor computer system performance to ensure proper operation.
☐ **26**	Identify information technology project resource requirements. ● Gather data pertaining to customer needs, or use the information to identify, predict, interpret, and evaluate system and network requirements
☐ **27**	Develop and implement computer or information security procedures.
☐ **28**	Maintain computer hardware. ● Perform routine maintenance or standard repairs to networking components or equipment
☐ **29**	Create and maintain operational records ● Computer operating time, problems that occurred, and actions taken
☐ **30**	Collaborate with others to resolve information technology issues.
☐ **31**	Participate in procurement activities. ● Interact with vendors and with company personnel to facilitate purchases
☐ **32**	Provide technical insight or support for computer network issues, software maintenance or computer hardware.
☐ **33**	Send information, materials or documentation. ● Retrieve, separate and sort program output as needed, and send data to specific users
☐ **34**	Evaluate and test computer software and hardware performance. ● Use standard diagnostic testing equipment and procedures

☐ 35	Evaluate or analyze computer or online applications. ● Help programmers and systems analysts test and debug new programs
☐ 36	Develop specifications for network operation and configure computer networks.
☐ 37	Analyze data to determine specifications or requirements and to identify or resolve operational problems.
☐ 38	Analyze security of systems, network, or data.
☐ 39	Resolve computer network problems. ● Identify the causes of networking problems, using diagnostic testing software and equipment
☐ 40	Collaborate with others to determine design specifications or details. ● Recommend changes to improve computer or information systems.
☐ 41	Prepare instruction manuals. ● Create or revise user instructions, procedures, or manuals