
Fox Valley Technical College
1825 N. Bluemound Drive, Appleton, WI 54912-2277

DACUM

Research Chart
for

PC Technical Support Specialist

May 11, 1999



PC TECHNICAL SUPPORT

DUTIES

TASKS

A	TRAIN COMPUTER USERS	1. Develop curriculum.	2. Organize training— • schedule • facilities • equipment • enrollment.	3. Produce training materials.	4. Purchase training materials.	5. Develop procedure manuals.
B	TROUBLESHOOT COMPUTER PROBLEMS	• HARDWARE • SOFTWARE • OPERATING SYSTEMS • NETWORKS • USER ERROR	1. Apply diagnostic checklist.	2. Diagnose problem.	3. Consult other experts and reference material.	4. Recommend alternative solutions.
C	PARTICIPATE IN PROJECT IMPLEMENTATION	1. Facilitate user involvement in project.	2. Identify project tasks.	3. Prioritize project tasks.	4. Identify items to be included in a project budget.	5. Monitor project timelines.
D	IMPLEMENT PRODUCTIVITY IMPROVEMENT	1. Identify process inefficiency.	2. List steps in user work process.	3. Find solution(s) to user problems.	4. Implement solution to user problem.	5. Review user work process.
E	CONFIGURE COMPUTER SYSTEMS	1. Install new hardware: • workstation • server.	2. Install operating systems: • workstation • server.	3. Install software • workstation • server.	4. Install new services (ISP), (Dial-up services) • e-commerce • workstation • server.	
		11. Update hardware and software inventory.				
F	INTEGRATE SOFTWARE SYSTEMS	1. Integrate office suite applications.	2. Perform data/document conversion.	3. Send documents electronically: • e-mail attachments • faxes.	4. Perform data transfer.	5. Test software interfaces.
G	PROVIDE QUALITY SERVICE	2. Assess user hardware needs.	2. Assess user software needs.	3. Assess user skill development.	4. Customize training to learner needs.	5. Incorporate evaluation feedback.

SPECIALIST

TASKS

6. Provide individual training.	7. Provide group training.	8. Follow up with learner issues.	9. Maintain training database.		
5. Assist with development of selection criteria.	6. Recommend hardware/software purchases.	7. Refer user to training.	8. Verify success of problem resolution.	9. Document help call resolution: <ul style="list-style-type: none">• update database.	
6. Design samples, templates.	7. Make project presentations: <ul style="list-style-type: none">• management• end user• resources.	8. Implement project tasks.			
6. Modify implementation solutions.					
5. Install peripherals: <ul style="list-style-type: none">• scanners • printers• fax • copiers• digital imaging.	6. Test systems.	7. Implement security plan.	8. Implement disaster recovery plan.	9. Document configuration options.	10. Document software licensing.
6. Diagram system interdependencies.					
6. Prioritize workload.	7. Apply standardization: <ul style="list-style-type: none">• versions• naming standards• hardware configuration• supported software.	8. Pursue self development <ul style="list-style-type: none">• personal/ professional growth.			

PC Technical Support Specialist

Knowledge/Skills

Learning styles
Electrical requirements
IP Addressing
TCP/IP protocols
IPX protocols
Awareness of proprietary software
Site licensing
Ability to communicate with users regarding difficult concepts
Knowledge of business practices
ADA Compliance/Harassment issues
Ergonomics
Conflict resolution skills
Operators and logical statements
Macros
Business math concepts
Job hunting skills

Personal Traits

Ability to multi task
Be solution, not problem oriented
Nurturing cheerleader
Logical thinking
Adaptable
Open minded
Assertive
Patient
Organized
Dedicated
Detail oriented and Big picture oriented
Be accountable
Good work ethic
Ability to empower others
Likes to help people
Personable
Enjoy challenges
Ability to sell

Future Trends/Concerns

E-commerce (marketing/selling on Internet)
Integrate ● GPS ● peripheral devices
Firewalls
Modem communication/support

Privacy and ethical issues
Piracy litigation
Total cost of ownership
Remote control of workstations

Equipment/Tools/Materials/Supplies

Hardware

CD ROM
Storage devices
Printers
Keyboards/Input devices—Telecom devices
Hubs Routers—Telecomm devices
Routers
Servers
Monitors
Memory
Cards (NIC, video, etc.)
Chips
Projection devices
Cables switches
Data jacks
Uninterrupted power source
Surge protectors
Bus
Modems
Scanners
Bar code readers
Voice activators

Software

Office Suite—Microsoft or Corel or Lotus
Back up software
Drivers
Antivirus
*Calendaring
*Project Software
E-mail
Internet access
*Web Publishing
Communications Software
*Desktop publishing

Operating Systems

NT workstation
Windows
UNIX
LINUX
DOS
Novell/NT Server
*Cal

*concepts only

DACUM Panel of Experts

Mary Albrecht, Facility Security Officer
Oshkosh Truck Corporation
Oshkosh, WI 54901

Beverly Kargus, Director of Information Services
Jewelers Mutual
Neenah, WI 54956

Tami Peters, Director Software Services
Impromed, Inc.
Oshkosh, WI 54901

Robert Reepsdorf, Program Assistant/Trainer/User Support Training
University of Wisconsin-Oshkosh
Oshkosh, WI 54901

Denise Wildish, Clerical Services Manager
Evergreen Retirement Community
Oshkosh, WI 54901

DACUM Facilitators:

Shirley Adams, Instructional Systems, FVTC
Maureen Donovan, Faculty Specialist, FVTC
