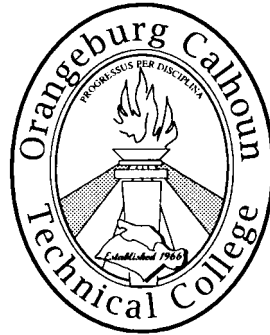


COMPUTER TECHNOLOGY

Electives in PC Support

COMPETENCY PROFILE



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Electives in PC Support COMPETENCY PROFILE

Graduate may enter the work world as an entry level computer operations programmer.

A. LEARN PC FUNCTIONS	A-1 DETERMINE WHICH HARDWARE/SOFTWARE BEST MEETS USER NEEDS	A-2 INSTALL & TEST PCs	A-3 USE OPERATING SYSTEM UTILITIES	A-4 PERFORM FILE MANAGEMENT OPERATIONS	A-5 PERFORM WORD PROCESSING OPERATIONS
	A-6 PERFORM SPREADSHEET OPERATIONS	A-7 DEMONSTRATE PROFICIENT KEYBOARDING SKILLS	A-8 PERFORM DATABASE OPERATIONS USE DATA COMMUNICATION (Interconnectivity Networking)	A-9 PERFORM BASIC DATABASE PROGRAMMING	A-10 CREATE PRESENTATIONS USING PRESENTATION GRAPHICS SOFTWARE
	A-11 USE DATA COMMUNICATIONS (Interconnectivity Networking)	A-12 EXPLAIN HARDWARE SYSTEM COMPONENTS INCLUDING METHODOLOGY OF TROUBLESHOOTING	A-13 CHANGE PC COMPONENTS	A-14 CHECK/INSTALL CABLES FOR CONNECTIVITY	A-15 INSTALL & TEST SOFTWARE
B. DISPLAY OPERATION FUNCTIONS	B-1 DISTINGUISH BETWEEN HARDWARE , SOFTWARE, & NETWORK PROBLEMS	B-2 DETERMINE WHEN TO ESCALATE LEVEL OF SUPPORT	B-3 RECOGNIZE HARDWARE//SOFTWARE CONFIGURATION	B-4 EXPLAIN SYSTEM AND RECOVERY (Different Media: MAG Tape, Disk, etc)	B-5 MANAGE PERIPHERAL DEVICES
	B-6 EXPLAIN OPERATING PROBLEMS TO TECHNICIANS	B-7 PERFORM <u>BASIC</u> PREVENTIVE MAINTENANCE ON HARDWARE, <i>e.g. Cleaning</i>	B-8 FOLLOW COMPANY SECURITY POLICIES & PROCEDURES	B-9 RECOGNIZE/DESCRIBE SETUP PROCEDURES BEING USED TO RUN JOB	B-10 USE REFERENCE MATERIALS TO CLARIFY ERROR MESSAGES
	B-11 USE OPERATION MANUALS TO EXECUTE & SOLVE PROBLEMS WITH JOB	B-12 UNDERSTAND BASIC PROGRAMMING			

C. GAIN KNOWLEDGE OF NETWORK ADMINISTRATION	C-1 EVALUATE/DESIGN NETWORK	C-2 FIND COST EFFECTIVE SOLUTION	C-3 DEVELOP TECHNICAL SOLUTIONS	C-4 INSTALL NETWORK PERIPHERALS	C-5 MANAGE NETWORK
	C-6 INSTALL & TEST NETWORK SOFTWARE	C-7 EXPLAIN PERFORMANCE TUNING	C-8 ADMINISTER NETWORK RIGHTS	C-9 CROSS TRAIN TECHNICAL PEOPLE	C-10 CHECK HARDWARE/ SOFTWARE CONFIGURATION FOR COMPATIBILITY
D. UTILIZE COMMUNICATION FUNCTIONS	D-1 READ & INTERPRET DOCUMENTATION	D-2 ACQUIRE ASSISTANCE FROM VENDORS/OTHER EXPERTS	D-3 PREPARE TECHNICAL USER DOCUMENTATION	D-4 USE TERMINOLOGY UNDERSTANDABLE TO USER (APPROPRIATE USE OF TECHNICAL TERMINOLOGY)	D-5 DEMONSTRATE FUNCTIONS OF PROGRAMS TO USER
	D-6 ASSIST OTHERS WITH COMPUTER USE <i>e.g. Answer questions regarding software packages</i>	D-7 PRIORITIZE NEEDS OR REQUESTS AMONG DEPARTMENTS/USERS	D-8 PREPARE DOCUMENTATION TO SUPPORT PROJECTS	D-9 MAKE PRESENTATIONS (DEMOS, LECTURES) TO INDIVIDUALS (Management, Users, etc)	D-10 TRAIN USERS ON COMPUTER OPERATIONS AND SOFTWARE
E. EXHIBIT DESIRABLE CHARACTERISTICS	E-1 THINK LOGICALLY	E-2 EXERCISE PATIENCE	E-3 EXPRESS CREATIVITY	E-4 BE ADAPTABLE	E-5 DEMONSTRATE PERSEVERANCE
	E-6 ACCEPT CRITICISM	E-7 TAKE INITIATIVE	E-8 DEMONSTRATE ACTIVE LISTENING SKILLS	E-9 WORK INDEPENDENTLY	E-10 BE RESPONSIBLE
	E-11 WORK IN TEAMS	E-12 WORK UNDER PRESSURE	E-13 ACCOUNT FOR TIME & MULTIPLE PROJECTS	E-14 UTILIZE GOOD COMMUNICATION SKILLS	E-15 OBSERVE HOUSEKEEPING & SAFETY PROCEDURES
	E-16 DEVELOP OPEN COMMUNICATIONS WITH PEERS & SUPERVISORS	E-17 DEVELOP PROBLEM SOLVING SKILLS	E-18 PRACTICE GOOD WORK ETHICS		

THIS DACUM WAS CONDUCTED ON AUGUST 31, 2005, AT ORANGEBURG-CALHOUN TECHNICAL COLLEGE

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