

NATIONAL CERTIFICATE: INFORMATION TECHNOLOGY: SYSTEMS SUPPORT



DURATION	LEVEL	SAQA QUALIFICATION ID	DELIVERY METHOD	MINIMUM CREDITS
12 Months	NQF Level 5	48573	Classroom	147

INTRODUCTION

A qualifying learner at this level will be a well-rounded IT professional building on foundational technical skills acquired at NQF level 4, via the National Certificate in IT Technical Support or equivalent. This qualification is expanding the specialisation(s) started at NQF level 4 into the core field of networking and support, with further specialisation(s) into IT Support fields or in any other related vertical or enabled markets.

AUDIENCE PROFILE

The National Certificate in IT: Systems Support at NQF Level 5, is intended for unemployed youth, employed personnel or new candidates entering the workplace, requiring Systems Support skills. The stated requirement is for the formation of a new set of skills and competencies, within the specific focus of networking/systems support, contextualised as appropriate for a wide range of related industry sectors.

PREREQUISITES

The learner must be competent in:

- Skills gained at the Further Education and Training band
- Computer Literacy
- English and Mathematics at NQF level 4

MODULES

- Personal Development
- Networking Architecture & Standards
- Enterprise Systems Management
- Designing a LAN for Departmental Office
- Client Server Networking
- Monitor, Maintain & Test Systems
- Managing LANS & Understanding WANS
- Assembling, maintaining & repairing a server

EXIT LEVEL OUTCOMES

Outcome 1:

Use a logical methodology to troubleshoot the common types of hardware and software problems typically encountered in the day-to-day operations of a department in an organisation.

Outcome 2:

Understand the role of technology in the business context.

Outcome 3:

Demonstrate basic application support skills.

Outcome 4:

Demonstrate operating system support skills.

Outcome 5:

Demonstrate network support skills.

Outcome 6:

Relate business problems and information technology solutions.

Outcome 7:

Demonstrate appropriate technical reporting skills.

Outcome 8:
Demonstrate appropriate customer care in the context of IT support.

Outcome 9:
Function appropriately in a change management process within a support team.

Outcome 10:
Demonstrate hardware support skills for server computers.

Outcome 11:
Demonstrate an understanding of Systems Support contextualised within a selected work area.