

COMPETENCY-BASED OCCUPATIONAL FRAMEWORK FOR REGISTERED APPRENTICESHIP

IT Generalist

ONET Code: 15-1151.00

RAPIDS Code: 1059CB

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For More Information, Contact:

Diana Elliott, PhD, Senior Research Associate, Urban Institute: delliott@urban.org

Robert Lerman, PhD, Institute Fellow, Urban Institute: rlerman@urban.org



Work Process Schedule

WORK PROCESS SCHEDULE		ONET Code: 15-1151.00	
IT Generalist		RAPIDS Code: 1059CB	
JOB TITLE:			
LEVEL:		SPECIALIZATION:	
STACKABLE PROGRAM <input type="checkbox"/> yes <input type="checkbox"/> no			
BASE OCCUPATION NAME: Base credential for IT pathway			
Company Contact: Name			
Address:		Phone	Email
Apprenticeship Type:		Prerequisites	
<input type="checkbox"/> Competency-Based <input type="checkbox"/> Time-Based <input type="checkbox"/> Hybrid			
JOB FUNCTION 1: Sets up and removes employee or client workstations or devices, including setting up access controls			
Competencies	Core or Optional	RTI	OJT
A. Sets up desktop, laptop and other devices for employees	Core		
B. Installs software on network or individual users' computers, laptops or devices and sets appropriate access controls or authorities	Core		
C. Sets up user identifications and passwords and implements policies regarding passwords and user/administrator permissions	Core		
D. Establishes secure external connections to network or desktops using secure remote access technology	Core		
E. Installs printers on networks or individual devices	Core		

F. Sets up network map, employee folders and centralized data repositories	Core		
G. Sets up email account for users and establishes storage limits and backup parameters	Core		
H. Maintains and manages software licenses	Core		
I. Removes users from network, archives data and files, removes workstations and disables devices for users exiting the organization or prohibited from using IT resources	Core		

JOB FUNCTION 2: Installs, provides user support for, or troubleshoots hardware and commercial software

Competencies	Core or Optional	RTI	OJT
A. Uses FAQ's or other job aids to troubleshoot hardware or software faults	Core		
B. Uses logic to discover source of faults and recommends appropriate solutions	Core		
C. Demonstrates ability to use basic software, including set-up of preferred default settings, instructs other users on the basic features of standard software packages, and identifies and remedies typical faults in relevant software packages	Core		
D. Identifies situations in which the fault must be escalated to a higher-level technology support individual, including an outside vendor	Core		
E. Contacts outside vendors or vendor-supported help desk to solve difficult problems or procure software patches	Core		
F. Prioritizes "tickets" or requests for help based on business need, staff hierarchy or urgency of problems	Core		

JOB FUNCTION 3: Supports internal or external clients in the use of audio/visual technology and conference technology

Competencies	Core or Optional	RTI	OJT
A. Sets up and links audiovisual equipment, including projectors, screens, laptops, cameras and related device	Optional		
B. Installs, launches, operates and troubleshoots software designed to facilitate presentations, web-based conferencing and audioconferencing	Optional		
C. Tests equipment and software prior to use to ensure sound and video quality is acceptable	Optional		
D. Sets up, schedules and manages web-based or video conferences	Optional		
E. Provides support to users during meetings, conferences or webinars	Optional		
F. Sets up user accounts on voice technologies or systems, including voicemail	Optional		

JOB FUNCTION 4: Installs, maintains and troubleshoots networks

Competencies	Core or Optional	RTI	OJT
A. Installs and maintains wired and wireless networks	Core		
B. Connects devices to networks physically and using remote access technologies	Core		
C. Installs network security software and devices and monitors system for signs of hacking, intrusion or viruses	Core		
D. Tests resiliency of security devices or software and monitors bandwidth utilization	Core		
E. Establishes and sets access levels and permissions based on employees' job roles and company policies	Core		
F. Assists in setting up, configuring and managing servers including data storage	Core		
G. Sets up user identification parameters on servers	Core		

H. Assists in monitoring server use, efficacy of data back-up and storage systems and integrity of redundant systems or technologies	Core		
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JOB FUNCTION 5: Makes minor software modifications to improve performance or customize to user needs

Competencies	Core or Optional	RTI	OJT
A. Surveys user needs to understand what modifications are needed	Optional		
B. Modifies a program within a software package, including securing permission from vendors to do so	Optional		
C. Inserts or loads organizational templates or standards into software, such as presentation templates in PowerPoint or equivalent software	Optional		
D. Monitors computer performance and recommends/makes upgrades or modifications as necessary to improve speed or other performance parameters	Optional		
E. Uses software to set up needed business functions, such as workflows, tracking, archiving or other functions	Optional		

JOB FUNCTION 6: Assists in maintaining or updating web content and manages user access profiles and authorities

Competencies	Core or Optional	RTI	OJT
A. Sets user/author access permissions based on organization's policies	Optional		
B. Uploads new content to organization's website or removes old content as instructed	Optional		
C. Tests functionality of links embedded in the website	Optional		
D. Notifies appropriate person if incorrect, outdated or otherwise problematic content is identified	Optional		

E. Notifies appropriate person if website is not functioning properly	Optional		
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JOB FUNCTION 7: Monitors and helps maintain network security by adhering to security policies

Competencies	Core or Optional	RTI	OJT
A. Monitors adherence to password policies, including enforcement of password update intervals	Core		
B. Sets user access levels and permissions based on organizational policies	Core		
C. Monitors antiviral software to understand potential threats and updates as needed	Core		
D. Reads, attends conferences or interacts with other IT professionals to know and understand current threat levels and mechanisms	Core		
E. Ensures that encryption technology and access controls are utilized to protect sensitive data	Core		
F. Ensures that off-site staff are using secure connections to access network	Core		
G. Assists in or monitors use of back-up technologies and network redundancies to minimize risk	Core		

Specialization

Type of Specialization: _____

JOB FUNCTION 1:		
Competencies	RTI	OJT

JOB FUNCTION 2:		
Competencies	RTI	OJT

JOB FUNCTION 3:		
Competencies	RTI	OJT

Related Technical Instruction Plan

COURSE NAME	Course Number
	Hours
LEARNING OBJECTIVES	
COURSE NAME	Course Number
	Hours
LEARNING OBJECTIVES	
COURSE NAME	Course Number
	Hours
LEARNING OBJECTIVES	
COURSE NAME	Course Number
	Hours

LEARNING OBJECTIVES

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COURSE NAME

Course Number

Hours

LEARNING OBJECTIVES

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