

CAREER PATHWAY TECHNICAL SUPPORT SPECIALIST (411)

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1 411-TECHNICAL SUPPORT SPECIALIST

1.1 WORK ROLE OVERVIEW

The table below provides an overview of various role-specific elements related to 411-Technical Support Specialist.

Table 1. 411-Technical Support Specialist Work Role Overview

NICE Work Role Description	<i>Provides technical support to customers who need assistance utilizing client-level hardware and software in accordance with established or approved organizational process components (i.e., Master Incident Management Plan, when applicable).</i>
OPM Occupational Series	<p>Personnel performing the 411-Technical Support Specialist work role are most commonly aligned to the following Occupational Series: (Top 5 Shown)</p> <ul style="list-style-type: none"> - 2210-Information Technology – 75% - 1550 – Computer Science – 7% - 391-Telecommunications – 5% - 335-Computer Clerk and Assistant – 5% - 301- Misc. Administration and Program – 2%
Work Role Pairings	<p>Personnel performing the 411-Technical Support Specialist work role are most commonly paired with the following complimentary Work Roles (Top 5 shown):</p> <ul style="list-style-type: none"> - 451-System Administrator- 46% - 441-Network Operations Specialist- 15% - 431-Knowledge Manager- 6% - 421-Database Administrator- 5% - 422-Data Analyst- 5%
Functional Titles	<p>Personnel performing the 411-Technical Support Specialist work role may unofficially or alternatively be called:</p> <ul style="list-style-type: none"> - Computer Support Specialist - Customer Support - Help Desk Representative - Service Desk Operator - User Support Specialist - Mobile Device Manager - Telecom Support Specialist - Network and Application Account Manager
Distribution of GS-Levels	<p>Personnel performing the 411-Technical Support Specialist work role are most commonly found within the following grades on the General Schedule.</p> <ul style="list-style-type: none"> - <input type="checkbox"/> GS-2 – redacted** - <input type="checkbox"/> GS-3 – redacted** - <input type="checkbox"/> GS-4 – redacted** - <input type="checkbox"/> GS-5 – redacted** - <input type="checkbox"/> GS-6 – redacted**

	<ul style="list-style-type: none"> - <input type="checkbox"/> GS-7 – redacted** - <input type="checkbox"/> GS-8 – redacted** - <input checked="" type="checkbox"/> GS-9 – 11% - <input type="checkbox"/> GS-10 – redacted** - <input checked="" type="checkbox"/> GS-11 – 19% - <input checked="" type="checkbox"/> GS-12 – 24% - <input checked="" type="checkbox"/> GS-13 – 15% - <input checked="" type="checkbox"/> GS-14 – 4% - <input type="checkbox"/> GS-15 – redacted* <p>*21% of all 411s are in non-GS pay plans and excluded from this section **percentages less than 3% have been redacted</p>
On Ramps	<p>The following work roles are examples of common roles an individual may perform prior to transitioning into the 411-Technical Support Specialist work role:</p> <ul style="list-style-type: none"> - N/A, 411-Technical Support Specialist is a foundational entry point into the cyber workforce.
Off Ramps	<p>The following work roles are examples of common transitions an individual may pursue after having performed the 411-Technical Support Specialist. This is not an exhaustive list, nor does it consider learning and development opportunities an individual may pursue to prepare themselves for performing alternate work roles:</p> <ul style="list-style-type: none"> - 421-Database Administrator - 422-Data Analyst - 431-Knowledge Manager - 441-Network Operations Specialist - 451-System Administrator - 671-System Testing and Evaluation Specialist <p>*Note: Leveraging the knowledge, skills, abilities, and tasks of the 411-Technical Support Specialist work role, individuals may prepare themselves to transition into one or more of the following cross-functional work roles:</p> <ul style="list-style-type: none"> - <i>711- Cyber Instructional Curriculum Developer</i> - <i>712-Cyber Instructor</i> - <i>732-Privacy Compliance Manager / Officer</i> - <i>751-Cyber Workforce Developer and Manager</i> - <i>752-Cyber Policy and Strategy Planner</i> - <i>802-IT Project Manager</i> - <i>803-Product Support Manager</i>

1.2 CORE TASKS

The table below provides a list of tasks that represent the Core, or baseline, expectations for performance in the 411-Technical Support Specialist work role, as well as additional tasks that those in this role may be expected to perform.

Table 2. Technical Support Specialist Core Tasks

Task ID	Task Description	Core or Additional
T0468	Diagnose and resolve customer reported system incidents, problems, and events.	Core
T0491	Install and configure hardware, software, and peripheral equipment for system users in accordance with organizational standards.	Core
T0237	Troubleshoot system hardware and software.	Core
T0494	Administer accounts, network rights, and access to systems and equipment.	Core
T0502	Monitor and report client-level computer system performance.	Core
T0315	Develop and deliver technical training to educate others or meet customer needs.	Core
T0125	Install and maintain network infrastructure device operating system software (e.g., IOS, firmware).	Additional
T0496	Perform asset management/inventory of information technology (IT) resources.	Additional
T0331	Maintain incident tracking and solution database.	Additional
T0482	Make recommendations based on trend analysis for enhancements to software and hardware solutions to enhance customer experience.	Additional
T0530	Develop a trend analysis and impact report.	Additional
T0308	Analyze incident data for emerging trends.	Additional

1.3 CORE KNOWLEDGE, SKILLS, AND ABILITIES

The table below provides a ranking of KSAs that represent the Core, or baseline, expectations for performance in the 411-Technical Support Specialist work role, as well as additional KSAs that those in this role may be expected to demonstrate.

Table 3. Technical Support Specialist Core Knowledge, Skills, and Abilities

KSA ID	Description	Competency	Importance to Work Role
K0004	Knowledge of cybersecurity principles.	Information Systems/Network Security	Foundational to All Work Roles
K0001	Knowledge of computer networking concepts and protocols, and network security methodologies.	Infrastructure Design	Foundational to All Work Roles
K0003	Knowledge of national and international laws, regulations, policies, and ethics as they relate to cybersecurity.	Legal, Government, and Jurisprudence	Foundational to All Work Roles
K0002	Knowledge of risk management processes (e.g., methods for assessing and mitigating risk).	Risk Management	Foundational to All Work Roles
K0005	Knowledge of cyber threats and vulnerabilities.	Vulnerabilities Assessment	Foundational to All Work Roles
K0006	Knowledge of specific operational impacts of cybersecurity lapses.	Vulnerabilities Assessment	Foundational to All Work Roles
K0109	Knowledge of physical computer components and architectures, including the functions of various components and peripherals (e.g., CPUs, Network Interface Cards, data storage).	Computers and Electronics	Core
K0302	Knowledge of the basic operation of computers.	Computers and Electronics	Core
S0058	Skill in using the appropriate tools for repairing software, hardware, and peripheral equipment of a system.	Computers and Electronics	Core
A0025	Ability to accurately define incidents, problems, and events in the trouble ticketing system.	Incident Management	Core
K0317	Knowledge of procedures used for documenting and querying reported incidents, problems, and events.	Incident Management	Core
K0292	Knowledge of the operations and processes for incident, problem, and event management.	Incident Management	Core
K0247	Knowledge of remote access processes, tools, and capabilities related to customer support.	Information Assurance	Core
K0287	Knowledge of an organization's information classification program and procedures for information compromise.	Information Management	Core
K0053	Knowledge of measures or indicators of system performance and availability.	Information Technology Assessment	Core

KSA ID	Description	Competency	Importance to Work Role
K0114	Knowledge of electronic devices (e.g., computer systems/components, access control devices, digital cameras, electronic organizers, hard drives, memory cards, modems, network components, printers, removable storage devices, scanners, telephones, copiers, credit card skimmers, facsimile machines, global positioning systems [GPSs]).	Infrastructure Design	Core
K0242	Knowledge of organizational security policies.	Policy Management	Core
K0330	Knowledge of successful capabilities to identify the solutions to less common and more complex system problems.	Problem Solving	Core
K0237	Knowledge of industry best practices for service desk.	System Administration	Core
K0294	Knowledge of IT system operation, maintenance, and security needed to keep equipment functioning properly.	System Administration	Core
K0088	Knowledge of systems administration concepts.	System Administration	Core
S0142	Skill in conducting research for troubleshooting novel client-level problems.	System Administration	Core
S0039	Skill in identifying possible causes of degradation of system performance or availability and initiating actions needed to mitigate this degradation.	System Administration	Core
S0159	Skill in configuring and validating network workstations and peripherals in accordance with approved standards and/or specifications.	Systems Testing and Evaluation	Core
K0261	Knowledge of Payment Card Industry (PCI) data security standards.	Data Privacy and Protection	Additional
K0262	Knowledge of Personal Health Information (PHI) data security standards.	Data Privacy and Protection	Additional
K0260	Knowledge of Personally Identifiable Information (PII) data security standards.	Data Privacy and Protection	Additional
A0122	Ability to design capabilities to find solutions to less common and more complex system problems.	Enterprise Architecture	Additional
S0365	Skill to design incident response for cloud service models.	Incident Management	Additional
K0194	Knowledge of Cloud-based knowledge management technologies and concepts related to security, governance, procurement, and administration.	Knowledge Management	Additional
K0116	Knowledge of file extensions (e.g., .dll, .bat, .zip, .pcap, .gzip).	Operating Systems	Additional
A0034	Ability to develop, update, and/or maintain standard operating procedures (SOPs).	Policy Management	Additional
K0224	Knowledge of system administration concepts for operating systems such as but not limited to Unix/Linux, IOS, Android, and Windows operating systems.	System Administration	Additional

1.4 CORE COMPETENCIES

The table below is a compilation of competencies aligned to the 411-Technical Support Specialist work role, and their associated importance. Listed competencies are collections of three or more similar Knowledge, Skills, or Abilities aligned to the Work Role. *These competencies originate from the [NICE Framework Competency Pivot Tool](#).*

Table 4. 411-Technical Support Specialist Core Competencies

Technical Competency	Comp. ID	Definition	Work Role Related KSAs	Importance
Computers and Electronics	C008	This area contains KSAs that relate to electronic data management or analysis devices, associated peripherals, accessories	<ul style="list-style-type: none"> - Knowledge of the basic operation of computers. - Knowledge of physical computer components and architectures, including the functions of various components and peripherals (e.g., CPUs, Network Interface Cards, data storage). - Skill in using the appropriate tools for repairing software, hardware, and peripheral equipment of a system. 	Core
System Administration	C048	This area contains KSAs that relate to the upkeep, configuration, and reliable operation of computer systems.	<ul style="list-style-type: none"> - Knowledge of systems administration concepts. - Knowledge of IT system operation, maintenance, and security needed to keep equipment functioning properly. - Knowledge of best practices for service desk. - Knowledge of system administration concepts for operating systems such as but not limited to Unix/Linux, IOS, Android, and Windows operating systems. - Skill in identifying possible causes of degradation of system performance or availability and initiating actions needed to mitigate this degradation. - Skill in conducting research for troubleshooting novel client-level problems. 	Core
Incident Management	C021	This area contains KSAs that relate to the tactics, technologies, principles, and processes to analyze, prioritize, and handle incidents.	<ul style="list-style-type: none"> - Knowledge of the operations and processes for incident, problem, and event management. - Knowledge of procedures used for documenting and querying reported incidents, problems, and events. - Skill to design incident response for cloud service models. - Ability to accurately define incidents, problems, and events in the trouble ticketing system. 	Core

Technical Competency	Comp. ID	Definition	Work Role Related KSAs	Importance
Data Privacy and Protection	C014	This area contains KSAs that relate to the relationship between the collection and dissemination of data, technology, the public expectation of privacy, legal and political issues surrounding them	<ul style="list-style-type: none"> - Knowledge of Payment Card Industry (PCI) data security standards. - Knowledge of Personally Identifiable Information (PII) data security standards. - Knowledge of Personal Health Information (PHI) data security standards. 	Additional

1.5 SUGGESTED QUALIFICATIONS / CAPABILITY INDICATORS

Table 5. 411-Technical Support Specialist Suggested Qualifications / Capability Indicators

For indicators of capability for the 411-Technical Support Specialist work role, please see [Draft NISTR 8193 - National Initiative for Cybersecurity Education \(NICE\) Framework Work Role Capability Indicators](#).

Section to be populated with updated DoD-8140 Qualification Matrix for 411-Technical Support Specialist..

2 APPENDIX: 411-TECHNICAL SUPPORT SPECIALIST TASK ANALYSIS AND KSA MAPPING

2.1 KEY TO READING THE TASK ANALYSIS AND KSA MAPPING

Table 6. Key to Reading the Task Analysis and KSA Mapping

Proficiency	Task Statement	Importance
As Written	Task as written within the NICE Cybersecurity Workforce Framework (NICE Framework).	Overall Importance to Work Role
Entry	<i>Example behavioral indicator / task permutation for performing this task at an Entry skills proficiency level.</i>	
Intermediate	<i>Example behavioral indicator / task permutation for performing this task at an Intermediate skills proficiency level.</i>	
Advanced	<i>Example behavioral indicator / task permutation for performing this task at an Advanced skills proficiency level.</i>	

Table 7. Primary Knowledge, Skills, and Abilities Required to Perform the above Task

KSA ID	Description	Competency
ID of K, S, or A	Knowledge, Skill or Ability needed to perform the task as written within the NICE Framework	Competency mapped to the individual K, S, or A.

2.2 411-TECHNICAL SUPPORT SPECIALIST TASK ANALYSIS AND KSA MAPPING

Table 8. T0468 Task Analysis

Proficiency	Task Statement	Importance
As Written	Diagnose and resolve customer reported system incidents, problems, and events.	Core
Entry	<i>Support the diagnosis of customer reported system incidents, problems, and events.</i>	
Intermediate	<i>Diagnose and resolve customer reported system incidents, problems, and events.</i>	
Advanced	<i>Diagnose, resolves, and identify enhancements resulting from complex or novel customer reported system incidents, problems, and events.</i>	

Table 9. Primary Knowledge, Skills, and Abilities Required to Perform the above Task

KSA ID	Description	Competency
K0109	Knowledge of physical computer components and architectures, including the functions of various components and peripherals (e.g., CPUs, Network Interface Cards, data storage).	Computers and Electronics
K0302	Knowledge of the basic operation of computers.	Computers and Electronics
S0058	Skill in using the appropriate tools for repairing software, hardware, and peripheral equipment of a system.	Computers and Electronics
K0260	Knowledge of Personally Identifiable Information (PII) data security standards.	Data Privacy and Protection
K0292	Knowledge of the operations and processes for incident, problem, and event management.	Incident Management
K0317	Knowledge of procedures used for documenting and querying reported incidents, problems, and events.	Incident Management
A0025	Ability to accurately define incidents, problems, and events in the trouble ticketing system.	Incident Management
K0247	Knowledge of remote access processes, tools, and capabilities related to customer support.	Information Assurance
K0287	Knowledge of an organization's information classification program and procedures for information compromise.	Information Management
K0001	Knowledge of computer networking concepts and protocols, and network security methodologies.	Infrastructure Design
K0114	Knowledge of electronic devices (e.g., computer systems/components, access control devices, digital cameras, digital scanners, electronic organizers, hard drives, memory cards, modems, network components, networked appliances, networked home control devices, printers, removable storage devices, telephones, copiers, facsimile machines, etc.).	Infrastructure Design
K0116	Knowledge of file extensions (e.g., .dll, .bat, .zip, .pcap, .gzip).	Operating Systems
K0237	Knowledge of industry best practices for service desk.	System Administration
K0294	Knowledge of IT system operation, maintenance, and security needed to keep equipment functioning properly.	System Administration
S0039	Skill in identifying possible causes of degradation of system performance or availability and initiating actions needed to mitigate this degradation.	System Administration
S0142	Skill in conducting research for troubleshooting novel client-level problems.	System Administration
K0088	Knowledge of systems administration concepts.	System Administration

KSA ID	Description	Competency
K0224	Knowledge of system administration concepts for operating systems such as but not limited to Unix/Linux, IOS, Android, and Windows operating systems.	System Administration
K0006	Knowledge of specific operational impacts of cybersecurity lapses.	Vulnerabilities Assessment

Table 10. T0237 Task Analysis

Proficiency	Task Statement	Importance
As Written	Troubleshoot system hardware and software.	Core
Entry	<i>With guidance, troubleshoot system hardware and software.</i>	
Intermediate	<i>Troubleshoot system hardware and software.</i>	
Advanced	<i>Optimize system hardware and software.</i>	

Table 11. Primary Knowledge, Skills, and Abilities Required to Perform the above Task

KSA ID	Description	Competency
K0109	Knowledge of physical computer components and architectures, including the functions of various components and peripherals (e.g., CPUs, Network Interface Cards, data storage).	Computers and Electronics
K0302	Knowledge of the basic operation of computers.	Computers and Electronics
S0058	Skill in using the appropriate tools for repairing software, hardware, and peripheral equipment of a system.	Computers and Electronics
K0292	Knowledge of the operations and processes for incident, problem, and event management.	Incident Management
A0025	Ability to accurately define incidents, problems, and events in the trouble ticketing system.	Incident Management
K0317	Knowledge of procedures used for documenting and querying reported incidents, problems, and events.	Incident Management
K0247	Knowledge of remote access processes, tools, and capabilities related to customer support.	Information Assurance
K0053	Knowledge of measures or indicators of system performance and availability.	Information Technology Assessment
K0114	Knowledge of electronic devices (e.g., computer systems/components, access control devices, digital cameras, digital scanners, electronic organizers, hard drives, memory cards, modems, network components, networked appliances, networked home control devices, printers, removable storage devices, telephones, copiers, facsimile machines, etc.).	Infrastructure Design
K0330	Knowledge of successful capabilities to identify the solutions to less common and more complex system problems.	Problem Solving
K0224	Knowledge of system administration concepts for operating systems such as but not limited to Unix/Linux, IOS, Android, and Windows operating systems.	System Administration
K0294	Knowledge of IT system operation, maintenance, and security needed to keep equipment functioning properly.	System Administration
S0039	Skill in identifying possible causes of degradation of system performance or availability and initiating actions needed to mitigate this degradation.	System Administration
S0142	Skill in conducting research for troubleshooting novel client-level problems.	System Administration
K0237	Knowledge of industry best practices for service desk.	System Administration
K0088	Knowledge of systems administration concepts.	System Administration
S0159	Skill in configuring and validating network workstations and peripherals in accordance with approved standards and/or specifications.	Systems Testing and Evaluation

Table 12. T0491 Task Analysis

Proficiency	Task Statement	Importance
As Written	Install and configure hardware, software, and peripheral equipment for system users in accordance with organizational standards.	Core
Entry	<i>Assist with installing and configuring hardware, software, and peripheral equipment for system users in accordance with organizational standards.</i>	
Intermediate	<i>Install and configure hardware, software, and peripheral equipment for system users in accordance with organizational standards.</i>	
Advanced	<i>Install and configure complex or novel hardware, software, and peripheral equipment for system users in accordance with organizational standards.</i>	

Table 13. Primary Knowledge, Skills, and Abilities Required to Perform the above Task

KSA ID	Description	Competency
K0109	Knowledge of physical computer components and architectures, including the functions of various components and peripherals (e.g., CPUs, Network Interface Cards, data storage).	Computers and Electronics
K0302	Knowledge of the basic operation of computers.	Computers and Electronics
S0058	Skill in using the appropriate tools for repairing software, hardware, and peripheral equipment of a system.	Computers and Electronics
A0025	Ability to accurately define incidents, problems, and events in the trouble ticketing system.	Incident Management
K0247	Knowledge of remote access processes, tools, and capabilities related to customer support.	Information Assurance
K0114	Knowledge of electronic devices (e.g., computer systems/components, access control devices, digital cameras, digital scanners, electronic organizers, hard drives, memory cards, modems, network components, networked appliances, networked home control devices, printers, removable storage devices, telephones, copiers, facsimile machines, etc.).	Infrastructure Design
K0116	Knowledge of file extensions (e.g., .dll, .bat, .zip, .pcap, .gzip).	Operating Systems
K0330	Knowledge of successful capabilities to identify the solutions to less common and more complex system problems.	Problem Solving
S0142	Skill in conducting research for troubleshooting novel client-level problems.	System Administration
K0224	Knowledge of system administration concepts for operating systems such as but not limited to Unix/Linux, IOS, Android, and Windows operating systems.	System Administration
K0237	Knowledge of industry best practices for service desk.	System Administration
K0294	Knowledge of IT system operation, maintenance, and security needed to keep equipment functioning properly.	System Administration
S0039	Skill in identifying possible causes of degradation of system performance or availability and initiating actions needed to mitigate this degradation.	System Administration
S0159	Skill in configuring and validating network workstations and peripherals in accordance with approved standards and/or specifications.	Systems Testing and Evaluation

Table 14. T0494 Task Analysis

Proficiency	Task Statement	Importance
As Written	Administer accounts, network rights, and access to systems and equipment.	Core
Entry	<i>Assist with the administration of accounts, network rights, and access to systems and equipment.</i>	
Intermediate	<i>Administer accounts, network rights, and access to systems and equipment.</i>	
Advanced	<i>Administer complex or novel accounts, network rights, and access to systems and equipment.</i>	

Table 15. Primary Knowledge, Skills, and Abilities Required to Perform the above Task

KSA ID	Description	Competency
K0109	Knowledge of physical computer components and architectures, including the functions of various components and peripherals (e.g., CPUs, Network Interface Cards, data storage).	Computers and Electronics
K0302	Knowledge of the basic operation of computers.	Computers and Electronics
A0025	Ability to accurately define incidents, problems, and events in the trouble ticketing system.	Incident Management
K0247	Knowledge of remote access processes, tools, and capabilities related to customer support.	Information Assurance
K0001	Knowledge of computer networking concepts and protocols, and network security methodologies.	Infrastructure Design
K0088	Knowledge of systems administration concepts.	System Administration
K0224	Knowledge of system administration concepts for operating systems such as but not limited to Unix/Linux, IOS, Android, and Windows operating systems.	System Administration
S0142	Skill in conducting research for troubleshooting novel client-level problems.	System Administration
K0294	Knowledge of IT system operation, maintenance, and security needed to keep equipment functioning properly.	System Administration

Table 16. T0315 Task Analysis

Proficiency	Task Statement	Importance
As Written	Develop and deliver technical training to educate others or meet customer needs.	Core
Entry	<i>Help with developing and delivering technical training to educate others or meet customer needs.</i>	
Intermediate	<i>Develop and deliver technical training to educate others or meet customer needs.</i>	
Advanced	<i>Oversee the development and delivery of technical training to educate others or meet customer needs.</i>	

Table 17. Primary Knowledge, Skills, and Abilities Required to Perform the above Task

KSA ID	Description	Competency
K0109	Knowledge of physical computer components and architectures, including the functions of various components and peripherals (e.g., CPUs, Network Interface Cards, data storage).	Computers and Electronics
K0302	Knowledge of the basic operation of computers.	Computers and Electronics
K0114	Knowledge of electronic devices (e.g., computer systems/components, access control devices, digital cameras, digital scanners, electronic organizers, hard drives, memory cards, modems, network components, networked appliances, networked home control devices, printers, removable storage devices, telephones, copiers, facsimile machines, etc.).	Infrastructure Design
K0001	Knowledge of computer networking concepts and protocols, and network security methodologies.	Infrastructure Design
K0116	Knowledge of file extensions (e.g., .dll, .bat, .zip, .pcap, .gzip).	Operating Systems
A0034	Ability to develop, update, and/or maintain standard operating procedures (SOPs).	Policy Management
S0142	Skill in conducting research for troubleshooting novel client-level problems.	System Administration

Table 18. T0502 Task Analysis

Proficiency	Task Statement	Importance
As Written	Monitor and report client-level computer system performance.	Core
Entry	<i>Support monitoring and reporting of client-level computer system performance.</i>	
Intermediate	<i>Monitor and report client-level computer system performance.</i>	
Advanced	<i>Monitor and report complex or novel client-level computer system performance.</i>	

Table 19. Primary Knowledge, Skills, and Abilities Required to Perform the above Task

KSA ID	Description	Competency
K0302	Knowledge of the basic operation of computers.	Computers and Electronics
S0058	Skill in using the appropriate tools for repairing software, hardware, and peripheral equipment of a system.	Computers and Electronics
K0292	Knowledge of the operations and processes for incident, problem, and event management.	Incident Management
K0317	Knowledge of procedures used for documenting and querying reported incidents, problems, and events.	Incident Management
A0025	Ability to accurately define incidents, problems, and events in the trouble ticketing system.	Incident Management
K0053	Knowledge of measures or indicators of system performance and availability.	Information Technology Assessment
K0330	Knowledge of successful capabilities to identify the solutions to less common and more complex system problems.	Problem Solving
S0039	Skill in identifying possible causes of degradation of system performance or availability and initiating actions needed to mitigate this degradation.	System Administration
S0142	Skill in conducting research for troubleshooting novel client-level problems.	System Administration
S0159	Skill in configuring and validating network workstations and peripherals in accordance with approved standards and/or specifications.	Systems Testing and Evaluation