

Job Classification System

EXAMPLE TASKS ICT SCALES 2 TO 5

Disclaimer: This job series assumes that the preceding level has been fully mastered before tasks at the next level are carried out.

Employee A, scale 2	Employee B, scale 3	Employee C, scale 4	Employee D, scale 5
Results to be achieved: General support and maintenance			
	- Runs standard reports and data files on a periodic basis; - Amends non-critical data in, for example, information systems on the basis of pre-processed data, and flags discrepancies such as deviations from prescribed formats, values falling outside the range set for numerical data, and codes that do not appear in the given tables; - Carries out simple maintenance work in accordance with internal guidelines and calls in expert assistance for faults that cannot be resolved quickly; - Carries out standard back-up procedures.	- Replaces keyboards, mice and projector lamps on own initiative; - Requests authorisations and ensures that passwords are assigned; Traces simple faults and resolves them using manuals; - Prepares equipment such as PCs, laptops and printers, and the associated (standard) software, for use in accordance with the user manuals; - Carries out periodic maintenance; - Checks reports for systematic irregularities in the presentation of the data; Installs simple software (updates) at workstations.	- Draws up overviews of logged reports and supplies management information from the helpdesk application; - Traces the cause of problems/faults and indicates the options for resolving them, in order to prevent recurrence; - Resolves faults or calls in specialists; - Maintains a record-keeping system (maintenance schedules, equipment information, logbooks); - Assists with launching new applications and provides explanation on their use; - Manages the software licences and the software and hardware records; - Orders hardware and software when instructed to do so.
Results to be achieved: User support			
		- Instructs users in the use of PCs, laptops and peripherals; - Answers users' questions and logs calls relating to complaints and requests (local helpdesk/first-line support); - Logs incoming reports in the helpdesk application; - Refers complex questions and requests to colleagues.	- Instructs and guides users with regard to computer use and working with specific applications; - Logs and classifies incoming reports in the helpdesk application; - Assesses calls (impact, priority and level of difficulty) and determines who is to resolve the problem (for example the central helpdesk or external parties); - Monitors the progress of outstanding calls and sends reminders where necessary; - Informs the user of the status of reports that have not been dealt with.