

IT skills certificate

Komp u ter hulp



Stichting Kompu ter hulp
 Piet Heinstraat 42
 2518 CJ Den Haag

A	IT employee (level 2)	Total	Operating System		Hardware	
1	Install hard and software					
1	Assembly of systems	8			■	8
2	Dismantling systems	8			■	8
3	Install and configure systems and (standard) applications	8	■	8		
4	Creation of cabling infrastructure	6			■	6
5	Installing Windows 7	8	■	8		
6	Installing Windows 10	8	■	8		
2	Maintenance and management of hardware and software					
1	Preventing malfunctions and breakdowns	14	■	7	■	7
2	Localisation and troubleshooting of faults and malfunctions	14	■	7	■	7
		0				
3	Supporting system users					
1	Taking Incident Reports into consideration	14	■	7	■	7
2	Handling of incident reports	14	■	7	■	7
	Total	102				
	Chapters	14				
	Average	7,29				

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B	IT employee (level 3)	Total	Operating System	Hardware	Wireless	Networking	Security	Server
1	Install hard and software							
1	Assembly of systems	7		■ 7				
3	Install and configure systems and (standard) applications	21	■ 7	■ 7				■ 7
4	Creation of cabling infrastructure	12		■ 6		■ 6		
5	Thin clients Linux Ubuntu	19	■ 6	■ 7		■ 6		
6	Thin clients Windows 10	28	■ 7	■ 7		■ 7		■ 7
2	Maintenance and management of hardware and software							
1	Preventing malfunctions and breakdowns	33,5	■ 7	■ 7	■ 6	■ 7	■ 6,5	
2	Localisation and troubleshooting of faults and malfunctions	33,5	■ 7	■ 7	■ 6	■ 7	■ 6,5	
3	Supporting system users							
1	Instructing users	0						
2	Taking into consideration incident reports PC recovery	21	■ 7	■ 7	■ 7			
3	Handling of incident reports	35	■ 7	■ 7	■ 7	■ 7	■ 7	■ X
	Total	210						
	Chapters	34						
	Average	6,18						

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D	Network management (level 4)	Total	Operating System	Hardware	Wireless	Networking	Security	Server
1	Developing (parts of) information or media systems							
1	Determines the question and/or information requirement of the client	14	■ 7	■ 7				
2	Creates a functional design	14	■ 7	■ 7				
3	Creates a technical design	14	■ 7	■ 7				
4	Makes a plan of action and draws up a schedule	14	■ 7	■ 7				
5	Creates a test environment	41,5	■ 7	■ 7	■ 6,5	■ 7	■ 7	■ 7
2	Managing (parts of) information or media systems							
1	Prevents malfunctions and breakdowns	42	■ 7	■ 7	■ 7	■ 7	■ 7	■ 7
2	Locates and resolves faults and malfunctions	40,5	■ 7	■ 7	■ 6,5	■ 6	■ 7	■ 7
3	Handles and handles incident reports	40,5	■ 7	■ 7	■ 6,5	■ 6	■ 7	■ 7
3	Document and user instructions.							
1	Documenting practical assignments	6	■ 6					
2	Sets user instructions	7	■ 7					
	Total	233,5						
	Chapters	38						
	Average	6,14						

	A	7,3
	B	6,2
	C	7,1
	D	6,1
	Total	26,7
	Average	6,7


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E			
	Customer service and recovery		
	Take PC, record complaints, courtesy	8	■
	Troubleshooting Desktop	7	■
	Troubleshooting Laptop	7	■
	Miscellaneous, peripherals printers, cameras etc.	7	■
	Finishing, cleanliness working environment	7	■
	Personal		
	Present on time	7	■
	Inventiveness, problem solving capacity	7	■
	Be patient	7	■
	Stress resistance	7	■
	Working in a structured way.	7	■
	Cleanliness and tidying up work environment	7	■
	Customer service, courtesy, listening	8	■
	Use of language, general attitude	8	■
	Clothing	7	■
	Capable of handling a specified order as primary	7	■
	Total	108	
	Average	7,2	

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Leerbedrijven

beroepsonderwijs  bedrijfsleven

Informatie leerbedrijf

Stichting Komp u ter Hulp (100092331) - 'S-GRAVENHAGE

Opleidingsmogelijkheden

Hieronder ziet u de opleidingen waarvoor dit bedrijf is erkend.

ICT:

- ▶ ICT-beheerder (25189) (Niveau 4)
- ▶ Medewerker beheer ICT (25191) (Niveau 3)
- ▶ Medewerker ICT (25192) (Niveau 2)

VMBO Leerwerktraject / Boris:

- ▶ Boris (19009) (Niveau LWT)