Specification of Competency Standards for ICT Operation and Support

Unit of Competency

Functional Area: Network Support

<table>
<thead>
<tr>
<th>Title</th>
<th>Install and configure network components/devices</th>
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Range

This unit of competency applies to support personnel who install and configure network components or devices in a small internal Local Area Network (LAN) environment. A small network would comprise of Internet connection with wireless and wired Internetworking devices such as switches, routers, wireless LAN Access Points (AP).

Level 2

Credit 3

Competency

Performance Requirements

1. Knowledge for installing and configuring network components/devices:
   - Possess basic network troubleshooting skills
   - Possess good knowledge of system and network monitoring equipment
   - Possess good knowledge of internetworking devices
   - Possess good knowledge of network concepts, such as:
     - Network types
     - Types of cables and distance limits
     - Wireless LAN
   - Possess good knowledge of the TCP/IP protocol
   - Possess basic knowledge of procedures for handling electrical devices

2. Installing and configuring network components/devices
   - Comprehend the installation requirements including:
     - Types of network component/device
     - Verify location is suitable for the installation work
   - Prepare for installation work
     - Assess network component/device power and cabling needs
     - Verify location is suitable for the installation
     - Acquire the network component/device
     - Acquire technical manuals and comprehend the installation and configuration instructions
     - Acquire network configuration information for the network component/device
   - Perform the installation of network component/device complying to the organisation and manufacturer’s procedures
   - Configure and test the network component/device to ensure it complies with the organisation’s network requirement
   - Clean installation site and return equipment to appropriate location
   - Document the installation and configuration according to the organisation guidelines and standards

3. Exhibit professionalism
   - Adhere to the organisation’s occupational safety procedure
   - Well converse with industry’s networking best practices

Assessment Criteria

The integrated outcome requirements of this UoC are the abilities to:
   - Be well prepared for the installation work
   - Follow the work order and install the network component/device according to the manufacturer and the organisation procedures
   - Perform post installation procedures satisfactorily and well document the configuration details and installation work according to the organisation standard procedures

Remark