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|  | **Service Operations (ISP Desktop)** |  |
| **Level** |  |  |
| **1** | Display & evidence adherence to Desktop standards and procedures | **2nd  and 3rd Line Role** |
| **1** | Display and evidence working knowledge of PC, Laptop, Thin-client and Printer hardware architecture |
| **1** | Install, configure and troubleshoot supported hardware (See Appendix 3) |
| **1** | Perform hardware diagnostics on supported hardware (See Appendix 3) |
| **1** | Configure, install and troubleshoot I/O devices (printers, scanners, multimedia devices) |
| **1** | Install and configure removable devices  |
| **1** | Install and configure expansion cards e.g. video, NIC |
| **1** | Install and configure device drivers |
| **1** | Install supported operating systems (See Appendix 2) using Windows Deployment Services and manually. |
| **1** | Troubleshoot basic Smartphone issues (e.g. password resets) |
| **1** | Display and evidence working knowledge, and correct use of the following administrative tools, Hyena, MMC Users and computers, LANDesk, Cherwell and Citrix Director |
| **1** | Install, configure and troubleshoot ALL applications in the standard Applications list (See Appendix 2) |
| **1** | Install desktop applications (not included in Appendix 2) |
| **1** | Managing the desktop environment (User profiles, Operating system configuration) |
| **1** | Basic knowledge of network devices, e.g. switches, routers, cable/ADSL, WiFi |
| **1** | Working knowledge of network protocols TCP/IP  |
| **1** | Network patching |
| **1** | Install and configure client device for SSLVPN |
| **1** | Communicate fixes and continue to be current with all knowledgebase updates. |
| **1\*** | Troubleshoot basic VDI – Workspace issues (e.g. locked sessions, frozen sessions, missing software)  |
| **1\*** | Understanding of UMS (Universal Management Suite), add policies to devices, shadow Sessions, remote Mgt of devices |
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| **2** | Manage and configure supported operating systems (See Appendix 2) BIOS | **2nd and 3rd Line Role** |
| **2** | Troubleshoot hardware driver issues. |
| **2** | Configure and support wireless services, blue tooth, ADSL/cable routers |
| **2** | Working knowledge of file systems NTFS, FAT32 |
| **2** | Working knowledge of the registry and system files of supported operating systems (See Appendix 2) |
| **2** | Basic knowledge of Windows Shell utilities (command line / Powershell) |
| **2** | Monitor and optimise operating system performance and interpret operating systems audit logs |
| **2** | Display understanding of the operating system boot process and advanced boot options of supported operating systems (See Appendix 2) |
| **2** | Ability to recover a damaged operating system using the recovery console and safe mode of supported operating systems (See Appendix 2) |
| **2** | Display and evidence the working knowledge of Windows Server Active Directory administration (Create and manage users, groups, shares, NTFS security to AGLP standards) |
| **2** | Troubleshooting access to network resources (File and Print) |
| **2** | Provide user guidance on management of files e.g. email, network shares and local media |
| **2** | Display and evidence working knowledge and correct use of Script Logic |
| **2** | Install and configure network printing services (Server based and IP printing) |
| **2** | Troubleshoot SSLVPN client and server access issues. |
| **2** | Install, configure & troubleshoot Citrix Receiver. |
| **2** | Troubleshoot Spyware using the corporate AV toolsets. |
| **2** | Troubleshoot End point protection issues (e.g. Encryption and port blocking).  |
| **2** | Install and Configure Smartphone devices |
| **2** | Troubleshoot VDI – Workspace issues (e.g. VDI infrastrucuture understanding, basic understanding of App-V, AppSense, Citrix Studio) | **3rd Line only** |
| **2** | Apply firmware updates, troubleshoot policy issues, troubleshoot devices issues using UMS, add new devices |
| **2** | Basic Proxy Management (e.g site block/unblock management, basic traffic monitoring)  |
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| **3** | Conduct technical investigations within the remit of Desktop support function for projects, complex requests | **2nd and 3rd Line Role** |
| **3** | Manage complex work packages from projects. |
| **3** | Display and evidence ability to write DOS/Command batch scripts or equivalent |
| **3** | Display and evidence ability to configure Windows group policies, secure operating system for PCs within a public environment. |
| **3** | Display and evidence ability to write LANDesk queries and other asset management tools |
| **3** | Troubleshoot Virus’s |
| **3** | Advanced knowledge of Windows Shell utilities (command line) |
| **3** | Ability to optimise and apply advanced registry settings of supported operating systems (See Appendix 2) |
| **3** | Display knowledge of Windows Server Active Directory GPO, design and security |
| **3** | Display knowledge of Windows DFS |
| **3** | Display and evidence working knowledge of quota management |
| **3** | Ability to interpret server audit logs |
| **3** | Understanding of IP routing, subnets and network topology |
| **3** | Ability to resolve DNS, WINS,DHCP and domain connectivity issues |
| **3** | Configure and manage file encryption e.g. EFS |
| **3** | Advise customers of ICT solutions within the remit of Desktop support function. |
| **3** | Troubleshoot advanced End Point Protection issues (corporate policy issues) |
| **3\*** | Install, Configure and troubleshoot virtualised software deployments into the VDI – Workspace environment (e.g. MS App-V) | **3rd Line only** |
| **3\*** | Advanced troubleshooting of console and clients, develop create\deploy new policies, advanced management of the UMS console |
| **3\*** | Configure and troubleshoot AppSense issues  |
| **3\*** | Advanced Proxy Management (e.g corporate policy changes, advanced traffic diagnostics and reporting) |
| **3\*** | Advanced VDI – Workspace Infrastructure troubleshooting (e.g. Netscaler, Session host Server and StoreFront failure) |