

IT skills certificate

Komp u ter hulp



Stichting Komp u ter hulp
 Piet Heinstraat 42
 2518 CJ Den Haag

A	IT employee (level 2)	Total	Operating System		Hardware	
1	Install hard and software					
1	1 Assembly of systems	8			■	8
2	2 Dismantling systems	8			■	8
3	3 Install and configure systems and (standard) applications	8	■	8		
4	4 Creation of cabling infrastructure	6			■	6
6	6 Installing Windows 10	8	■	8		
2	Maintenance and management of hardware and software					
1	1 Preventing malfunctions and breakdowns	14	■	7	■	7
2	2 Localisation and troubleshooting of faults and malfunctions	14	■	7	■	7
		0				
3	Supporting system users					
1	1 Taking Incident Reports into consideration	14	■	7	■	7
2	2 Handling of incident reports	14	■	7	■	7
		Total				94
		Chapters				13
		Average				7,23

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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 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	■ 7	X
	Total	191							
	Chapters	28							
	Average	6,82							

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C	Server 2016 & Exchange mail server. PXE Server	Total	Hardware	Server	Exchange
	Anything physical, not virtual. Level 4		2016	2016	2016
1	Install hard and software				
1	Customize hardware, network cards, switches etc.	7	■	7	
2	Install server, DHCP, DNS, Domain	7		■	7
3	Preparations for Exchange mail	7		■	7
4	Installing an Exchange mail server	6			■
					6
2	Clients				
1	Installing clients	7		■	7
2	Clients adden	7		■	7
3	Configure Outlook	7		■	7
3	PXE server				
1	Installing the PXE server	8		■	8
	Total	56			
	Chapters	8			
	Average	7,00			

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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	7,2
B	6,8
C	7,0
D	6,1
Total	27,2
Average	6,8


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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	9	■
	Capable of handling a specified order as primary	7	■
	Total	110	
	Average	7,3	

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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)