

Form B

Competition Brief

Competition title and level

IT Support Technician - Advanced

Entry requirements

This competition is intended for those competitors who have studied or are studying Level 3 BTEC Diploma or equivalent.

Competition outline

Competitors will undertake a series of practical tasks which will demonstrate their abilities and skills in PC systems and networking.

The full competition brief will be provided to each competitor on the morning of the competition heat.

The detail

This competition focuses on all the essential requirements for a successful career as an IT Support Technician within any industry.

This competition tests your ability to configure IT hardware and software to meet customer requirements. This will involve setting up a Client /Server network with a domain controller.

Competitors will be presented with a variety of hardware and software components:

- Storage
- Wireless
- Peripheral Devices

- RAM • Graphics
- Cables and switch
- Microsoft Client (Windows 7 and Windows 10)
- Server (2008)

They should also be familiar with MS Office application software.

Internal component installation

HDD / Additional HDD

DVD Drive

Memory

NIC / VGA / Sound Card / WiFi NIC

Power Unit

BIOS

Primary HDD set to none / DVD set to none

Cables disabled

Boot sequence

Peripheral Installation (EXTERNAL)

Printer Web Cam / Digital Camera / Scanner

External HDD / DVD

Networking Equipment

Hub / Switch

Network Cables (Straight Thru and Crossover)

Create your own cables

Software Installation / Troubleshooting

Installation

Peripheral Drivers

Network Components, correct IP / Subnet Mask Address

Share a printer

Operating System

Application Software



Marking and assessment

All marks are objective and will be awarded by the judges as follows

A	Health and Safety	10%
B	Installation	10%
C	Configuration	25%
D	Make an Ethernet Cable	5%
E	Maintenance and Fault Finding	10%
F	Domain	20%
G	Folders & Permissions	15%
H	Backup and Peripherals	5%
Total		100%

Each competition test will be assessed and marked independently of the other test. The tests will be assessed and marked in accordance with the general and specific competition rules.

A panel of judges have been drawn from industry, colleges and training providers. The judges' decisions will be independently moderated and quality assured before being confirmed.

NB: The top candidates achieving the highest marks in the heats will be invited to the UK final. There is no automatic entrance to the UK final for heat winners. WorldSkills UK will inform finalists following moderation of marks from the regional competitions.

Up to 3 competitors per college/organisation may enter this competition.

Competition rules

- Mobile phones to be switched off during competition activity.
- Listening to music via headphones is not permitted during competition activity.
- Any questions during competition activity should be addressed to the competition judging panel.
- Competitors should not communicate with other competitors during competition activity.
- It is the responsibility of each competitor to arrive on time for each competition session. No additional time will be allowed if you arrive late.
- Technical failure of your equipment should be reported immediately to the judging panel. Additional time will be allocated if the fault is beyond the control of the competitor.

Contact details

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