

# 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	<b>Install hard and software</b>					
	Assembly of systems	8			■	8
	Dismantling systems	8			■	8
	Install and configure systems and (standard) applications	8	■	8		
	Creation of cabling infrastructure	6			■	6
	Installing Windows 10	8	■	8		
2	<b>Maintenance and management of hardware and software</b>					
	Preventing malfunctions and breakdowns	14	■	7	■	7
	Localisation and troubleshooting of faults and malfunctions	14	■	7	■	7
		0				
3	<b>Supporting system users</b>					
	Taking Incident Reports into consideration	14	■	7	■	7
	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	<b>Install hard and software</b>							
	Assembly of systems	7		■ 7				
	Install and configure systems and (standard) applications	21	■ 7	■ 7				■ 7
	Creation of cabling infrastructure	12		■ 6		■ 6		
	Thin clients Windows 10	28	■ 7	■ 7		■ 7		■ 7
2	<b>Maintenance and management of hardware and software</b>							
	Preventing malfunctions and breakdowns	33.5	■ 7	■ 7	■ 6	■ 7	■ 6.5	
	Localisation and troubleshooting of faults and malfunctions	33.5	■ 7	■ 7	■ 6	■ 7	■ 6.5	
3	<b>Supporting system users</b>							
	Instructing users	0						
	Taking into consideration incident reports PC recovery	21	■ 7	■ 7	■ 7			
	Handling of incident reports	35	■ 7	■ 7	■ 7	■ 7	■ 7	■ X
	Total	191						
	Chapters	28						
	Average	6.82						

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<b>C</b>	<b>Server 2019 &amp; Exchange mail server. PXE Server</b>	<b>Total</b>	<b>Hardware</b>	<b>Server</b>	<b>Exchange</b>
	<b>Anything physical, not virtual. Level 4</b>		2019	2019	2019
<b>1</b>	<b>Install hard and software</b>				
	Customize hardware, network cards, switches etc.	7	■	7	
	Install server, DHCP, DNS, Domain	7		■	7
	Preparations for Exchange mail	7		■	7
	Installing an Exchange mail server	6			■
					6
<b>2</b>	<b>Clients</b>				
	Installing clients	7		■	7
	Clients adden	7		■	7
	Configure Outlook	7		■	7
<b>3</b>	<b>PXE server</b>				
	Installing the PXE server	8		■	8
	Total	56			
	Chapters	8			
	Average	7.00			

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<b>D</b>	<b>Customer service and recovery</b>		
	Take PC, record complaints, courtesy	8	■
	Troubleshooting Desktop	7	■
	Troubleshooting Laptop	7	■
	Miscellaneous, peripherals printers, cameras etc.	7	■
	Finishing, cleanliness working environment	7	■
	<b>Personal</b>		
	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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	<b>A</b>	<b>7.2</b>
	<b>B</b>	<b>6.8</b>
	<b>C</b>	<b>7.0</b>
	<b>D</b>	<b>7.2</b>
	<b>Total</b>	<b>28.3</b>
	<b>Average</b>	<b>7.1</b>



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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)