

# Unit 12: IT Technical Support and Management

**Level:** 3

**Unit type:** Internal

**Guided learning hours:** 60

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## Unit in brief

Learners investigate the support and management of IT systems, carry out support tasks and prepare a support and management plan, all of which are essential for organisations to operate.

## Unit introduction

Effective IT technical support and management of systems are vital to organisation and individual performance. Organisations require their IT systems to perform at their optimum capacity and efficiency, as any downtime of these systems can lead to lost working time or capacity. Individuals working in organisations often lack the technical expertise to maintain their systems correctly and efficiently, which is why support teams are employed to do this job for them.

In this unit, you will examine the support and management needs and characteristics of IT systems used by organisations, identifying areas where support is necessary and the different job roles involved. You will examine the legislation and regulations that are in place to provide a safe and productive environment for employees. You will carry out a series of practical IT support activities on a system and a range of devices, which could include performing software updates and changing user access rights. You will monitor system performance and optimise it to meet the client's requirements. You will learn about and apply appropriate behaviours to complete these activities. Finally, you will prepare a support and management plan for a new IT system.

This unit will help to prepare you for progression to higher education, and in particular it will develop your communication, problem-solving and planning skills, which are valued by higher education providers. It will also prepare you for employment in the IT sector or for an IT apprenticeship.

## Learning aims

In this unit you will:

- A** Examine the IT system support and management needs and characteristics of different organisations, which are essential to their operation
- B** Carry out routine support and management activities on IT systems
- C** Develop a plan to support and manage a new IT system using industry standards and methods.

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