CURRICULUM

Field Technician - Computing and Peripherals

(ELE/ Q 4601)

This programme is aimed at training candidates for the job of "Field Technician - Computing and Peripherals" in the Electronics Sector and by the end of the programme aims at building the following key competencies amongst the learner:

1. Interact with the customer in order to identify and understand the problem	2. Ensure customer satisfaction
3. Install and Repair computer system	4. Identify dysfunctional components through visual inspection and by use of multi-meter
5. Assemble and Install the computer system	6. Communicate effectively
7. Follow behavior etiquettes while interacting with others	8. Establishing good working relationships with colleagues within and outside the department by coordinating
9. Follow SOP for equipment maintenance, system troubleshooting	10. Follow safety procedure while handling tools and system troubleshooting

This course encompasses 4 out of 4 National Occupation Standard (NOS) of "Field Technician - Computing and Peripherals" Qualification Pack issued by Electronic Sector Skill Council.

Sl. No	Topic/Module	Duration (Hours)	Key Learning Outcomes	Corresponding NOS Code
1)	Fundamental of Computer system	45	• Explain basic electronics and components • Explain fundamental of computer system • Explain different types of IT hardware and software product and their functionalities. • Explain functional units of computer system	ELE / N 4601 ELE / N 4602 ELE / N 4603
2)	Install, configure and setup the system	80	• Identification of computer parts/ modules • Select tools and equipment for installation • Assemble and Install the computer system • Check and ensure functioning of system • Configure peripherals and network devices • Knowledge of Company's SOP • Follow SOP for equipment maintenance, system troubleshooting	ELE / N 4602

Sl. No	Topic/Module	Duration (Hours)	Key Learning Outcomes	Corresponding NOS Code
			• Safety precautions while assembling a PC	
3)	Troubleshoot and replace faulty module	100	• Knowledge of Customer's SLA • Understand the symptoms and identify the fault • Identify system level problem on field and make decision • Operate various tools and equipments • Basic troubleshooting of computer system and peripherals • Understand under warranty incidents • Knowledge of incident escalation • RCA of recurring incidents • Follow safety procedure while handling tools and system troubleshooting	ELE / N 4603
4)	Engage with customer	45	• Understand customer's requirements and suggest possible solution. • Do's and Don'ts while handling field calls and dealing with customers. • Follow behavior etiquette when interacting with customer's • Importance of personal grooming. • Understand incident life cycle. • Educate customer for non occurrence of recurring incidents and safety process.	ELE / N 4601
5)	Coordinate with colleagues	45	• Understand work requirements. • Report problems identified in the field. • Deliver work of expected quality. • Resolve inter-personnel conflicts and achieve smooth workflow. • Communicate effectively • Building team coordination.	ELE / N 0009

Total Programme Duration : 315 hours

(This syllabus/curriculum has approved by Electronic Sector Skill Council)