

# IT skills certificate

Komp u ter hulp



Report  
Rokan Othman  
9 nov. 2020



Stichting Kompu 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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C	Server 2016 & Exchange mail server. PXE Server	Total	Hardware		Server		Exchange
	Anything physical, not virtual. Level 4		2016		2016		2016
1	<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
2	<b>Clients</b>						
	Installing clients	7			■	7	
	Clients adden	7			■	7	
	Configure Outlook	7			■	7	
3	<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	■
	<b>Total</b>	<b>108</b>	
	<b>Average</b>	<b>7,2</b>	

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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)