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|  | **Service Operations (ISP Desktop)** |  |
| **Level** |  |  |
| **1** | Display & evidence adherence to Desktop standards and procedures | **2nd  Line Role** |
| **1** | Display and evidence working knowledge of PC, Laptop, Thin-client and Printer hardware architecture |
| **1** | Install, configure and troubleshoot supported hardware (See Appendix 3) |
| **1** | Perform hardware diagnostics on supported hardware (See Appendix 3) |
| **1** | Configure, install and troubleshoot I/O devices (printers, scanners, multimedia devices) |
| **1** | Install and configure removable devices  |
| **1** | Install and configure expansion cards e.g. video, NIC |
| **1** | Install and configure device drivers |
| **1** | Install supported operating systems (See Appendix 2) using ~~Windows~~ Deployment Services and manually.  |
| **1** | Troubleshoot basic Smartphone issues (e.g. password resets) |
| **1** | Display and evidence working knowledge, and correct use of the following administrative tools, Hyena, MMC Users and computers, LANDesk, Cherwell and Citrix Director |
| **1** | Install, configure and troubleshoot ALL applications in the standard Applications list (See Appendix 2) |
| **1** | Install desktop applications (not included in Appendix 2) |
| **1** | Managing the desktop environment (User profiles, Operating system configuration) |
| **1** | Basic knowledge of network devices, e.g. switches, routers, cable/ADSL |
| **1** | Working knowledge of network protocols TCP/IP  |
| **1** | Network patching |
| **1** | Install and configure client device for SSLVPN |
| **1** | Communicate fixes and continue to be current with all knowledgebase updates. |
| **1** | Troubleshoot basic VDI – Workspace issues (e.g. locked sessions, frozen sessions, missing software)  |
| **1** | Understanding of UMS (Universal Management Suite), add policies to devices, shadow Sessions, remote Mgt of devices |