

Department of Defense Education Activity

# Certificate of Competency

## Computer Service and Support

This is to certify that the student identified on the reverse side of this certificate has demonstrated proficiency in the listed technical competencies and employability skills for computer servicing and support.

Instructor

Administrator

Date



# COMPETENCY PROFILE

Printed: / / /

School Address:

## Computer Service and Support

Instructor Name:

**DESCRIPTION:** This student is considered to be work-ready in all the competencies listed below. Work-ready is defined as being judged proficient in the jobs or tasks in the competency area by performing them independently, without assistance, during the training period.

Student's Name

### Level I - Orientation

#### **A. PERSONNEL**

- |  |  |   |
|--|--|---|
| <b>1. Personnel</b><br>Exam  | The Homework Policy<br>The Assignment Schedule<br>The Competency Certificate | The Personnel Record<br>The Resume<br>Interview Preparation |
| <b>2. Course Orientation</b><br>The Course Description<br>Required Materials<br>The Rules of Conduct<br>The Grading Policy | <b>3. Employment Opportunities</b><br>The Job Search                         | The Job Interview<br>The Employment Contract                |
|  | <b>4. Applying for a Job</b><br>The Job Application                          |   |

#### **B. FORMS AND PUBLICATIONS**

- |   |   |   |
|---|---|---|
| <b>1. Forms and Publications</b><br>Exam  | The Parts Kit Inventory Record<br>The Temporary Issue Receipt<br>The Out Record | <b>3. Work Order Control</b><br>The Work Order Form<br>The Repairable Item Tag<br>The Job Control Log<br>The Julian Calendar<br>Job Dispatcher Software |
| <b>2. Documentation</b><br>The Time Card<br>The Homework Sheet<br>The Tool Inventory Record | The Supply Order Form<br>Using Technical Manuals                                |   |

#### **C. PC TECHNICIAN TOOLKIT**

- |   |   |  |
|---|---|--|
| <b>1. PC Technician Toolkit</b><br>Exam | <b>2. Tool ID, Use, and Care</b><br>Tool ID and Use | Tool Inventory<br>Using a Digital Multimeter |
|---|---|--|

### Level II - PC Service Fundamentals

#### **D. ELECTRONICS**

- |   |  |   |
|---|--|---|
| <b>1. Electronics</b><br>Exam   | <b>3. Electronics Skills</b><br>Component Testing<br>Basic Soldering | <b>6. Transistor Circuits</b><br><b>7. Thyristors (SCR)</b> |
| <b>2. Electronics Foundation</b><br>Scientific Calculator<br>Electronics Formulas | <b>4. Passive Devices</b><br><b>5. Active Devices</b>                | <b>8. Integrated Circuits</b><br><b>9. IC Circuits</b>      |

#### **E. PC ANATOMY**

- |                                    |                                 |
|------------------------------------|---------------------------------|
| <b>1. External Anatomy</b><br>Exam | <b>2. Gross Anatomy</b><br>Exam |
|------------------------------------|---------------------------------|

## **F. THE PREVENTIVE MAINTENANCE INSPECTION**

### **1. The PC PMI**

Exam

### **2. PMI Overview**

Initial Workstation Inspection

CPU

Monitor

Mouse

Keyboard

Drive Maintenance

Diagnostics Testing

Workstation Setup

### **3. Performing the PMI**

Computer Workstation PMI

Hard Drive Maintenance

Computer Diagnostics

## **Level III - Hardware and Software**

## **G. CPU DISASSEMBLY**

### **1. CPU Disassembly**

Exam

### **2. CPU Disassembly Overview**

Chassis

Power Supply

CDROM

Floppy Drive

Hard Drive

Interface Boards

Mother Board

U-Processor & Memory

### **3. Disassembling the CPU**

Performance Test

## **H. OPERATING SYSTEM AND SOFTWARE**

### **1. OS and Software**

Exam

### **2. Operating Systems**

MSDOS

Windows

Linux

Device Drivers

### **3. Application Software**

Anitvirus Software

Diagnostic Software

Network Client Software

Internet Browser Software

The Software Toolkit

Imaging a Workstation

## **I. PC UPGRADES**

### **1. Upgrading PCs**

Exam

### **2. Installing PC Upgrades**

Software Drivers

Memory

Hard Drive

Video

Modem

Disk Drive

SCSI

Specialized Interface Devices