

**CHECK LIST *PRIOR TO PLACEMENT ABROAD FOR THE TRAINING PROGRAMME FOR*
Frontline PC-supporter**

04/2006

Name of company				Tel.	
Street					
Postcode		Town		Country	
Owner(s)					
Contact person				E-mail / direct tel.	

EMPLOYEES	Number
- within the same vocational area	
- with similar qualifications	
- total in the company	

WORK AREAS (within which the company will be able to place trainees) - Tick off the appropriate	
Production/manufacturing	
Development/construction	
Fault finding/correction	
Service/maintenance	
Sales/customer contact	
Other work areas	

WORK DISCIPLINES (which the company deals with) - Tick off the appropriate	
Sales and service, retail	
Sales and service, wholesale	
Repair and maintenance	
Production	
Product development	
Other work disciplines	

COMPANY'S MAIN PRODUCTS (which are sold, serviced, manufactured and/or developed)

DATE & SIGNATURE
<p>_____ date _____ name</p> <p>_____ signature</p>

Approved by the Trade Committee of the Metal Industry
<p>_____ date _____ name</p> <p>_____ signature</p>

**To be sent to: The Trade Committee of the Metal Industry •
Vesterbrogade 6D, 4. • DK-1780 Copenhagen V**

Work tasks		Often	Rarely	Never
Mandatory functions	Tick off tasks performed by the company. Typical work tasks of a Frontline pc-supporter			
	Building of PC's/servers to customer specifications			
	Testing of PC's/servers			
	Installation and configuration of operating systems			
	Upgrading of PC's			
	Installation and user adaptation of standard programs			
	Installation and connection of PC's in networks			
	Participation in the company's internal/external customer support			
	Customer support and small scale sales			
	Presales information regarding PC's, software and peripheral equipment			
	Consulting and guiding customers regarding maintenance and environmental handling of IT equipment			
	Customer support regarding usage and setup of PC's, applications and peripheral equipment, including security and virus protection			
	Repair of PC's/servers			
	Testing of PC's/servers with the help of physical testing and test programs			
	Localisation of errors on installed operating systems including error correction			
	Error detection and correction of small networks			
	Building of small switched networks			
	Building of small switched and routed networks			
Basic configuration/administration of switches				
Basic configuration/administration of routers				
Software update on switches/routers				
Error detection and correction on TCP/IP and routed networks				
Installation, upgrading and configuration of server operating systems				
Setup and managing rights, resources and access on servers				
Installation and configuration of server services like DHCP, DNS, WINS and Web Server				
Setup and managing remote access				

Comments:
