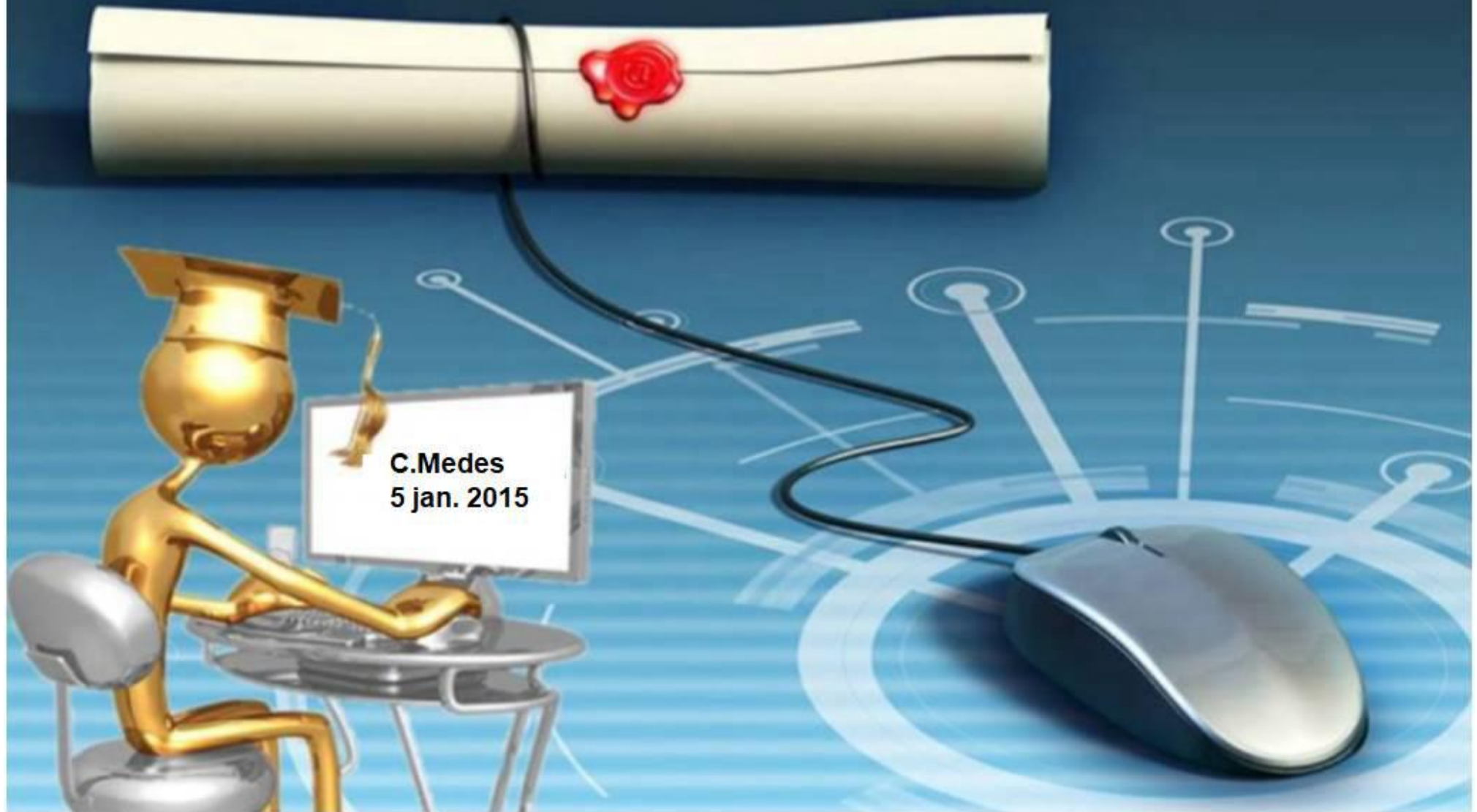


# IT skills certificate

Komp u ter hulp



Stichting Komp u ter hulp  
 Piet Heinstraat 42  
 2518 CJ Den Haag

[Info@komp-u-ter-hulp.nl](mailto:Info@komp-u-ter-hulp.nl)

<b>A</b>	<b>IT employee (level 2)</b>	<b>Totaal</b>	<b>Operating</b>	<b>Hardware</b>	<b>Wireless</b>		
	<b>8 Jan. 2015 Cheska Medes</b>		System				
<b>1</b>	<b>Install hard and software</b>						
1	Assembly of systems	8		■	8		
2	Dismantling systems	8		■	8		
3	Install and configure systems and (standard) applications	8		■	8		
4	Creation of cabling infrastructure	6,5	■	6,5			
5	Installing XP	8	■	8			
6	Installing Windows 7	8	■	8			
<b>2</b>	<b>Maintenance and management of hardware and software</b>						
1	Preventing malfunctions and breakdowns	14	■	7	■	7	
2	Localisation and troubleshooting of faults and malfunctions	14	■	7	■	7	
<b>3</b>	<b>Supporting system users</b>						
1	Taking Incident Reports into Consideration	21	■	7	■	7	■ 7
2	Handling of incident reports	14	■	7	■	7	
	Total	109,5					
	Chapters	15					
	Average	7,30					



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C	Server (Level 4)	Totaal	Operating System	Hardware	Networking	Server	Exchange
	8 Jan. 2015 Cheska Medes						
1	<b>Install hard and software</b>						
1	Assembly of systems	15,0		■	8	■	7 ■
3	Install and configure systems and (standard) applications	23,0	■	8 ■	8	■	7 ■
4	Configure Domain, DNS, DHCP, ad clients					■	8
5	Install Outlook accounts per client	7,0	■	7			
6	Install Mail/file server	19,5	■	6 ■	7	■	6,5 ■
10	Creation of cabling infrastructure	13,0			■	6,5	■ 6,5
2	<b>Maintenance and management of hardware and software</b>						
1	Preventing malfunctions and breakdowns	7,0	■	7			
2	Localisation and troubleshooting of faults and malfunctions	7,0	■	7			
3	Restore startup error messages command lines	7,0	■	7			
4	Backup	7,0	■	7			
3	<b>Supporting system users</b>						
1	Instructing users	7,0	■	7			
2	Taking Incident Reports into Consideration	7,0	■	7			
3	Handling of incident reports	7,0	■	7			
	Total	126,5					
	Chapters	19,0					
	Average	6,7					

	<b>Personal assessment</b>		
<b>1</b>	<b>Customer service and recovery</b>		
	Taking a PC, noting down complaints, politeness	9	■
	Troubleshooting Desktop	8	■
	Troubleshooting Laptop	8	■
	Miscellaneous, peripheral printers, cameras etc.	8	■
	Finishing, cleanliness of the working environment	7	■
	Total	39	
<b>1</b>	<b>Average</b>	<b>7,8</b>	
<b>2</b>	<b>Personal</b>		
	Present on time	9	■
	Inventiveness, problem solving ability	7	■
	Be patient	8	■
	Stress resistance	8	■
	Structured work.	7	■
	Cleanliness and tidying up the working environment	8	■
	Customer service, politeness, listening	9	■
	Language use, general attitude	9	■
	Clothing	8	■
	Able to handle a given order as primary	7	■
	Total	80	
<b>2</b>	<b>Average</b>	<b>8</b>	
	Total cluster 1	7,8	
	Total cluster 2	8	
	Total	15,8	
	<b>Total average</b>	<b>7,9</b>	

# 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)