

Work areas (within which the company will be able to place trainees)**Basic programme**

✓ Tick off the appropriate

- Constructing and configuring computers at module level in accordance with relevant product documentation, upgrading computers through the installation, replacement and configuration of units, and performing the work with due consideration of electrostatic discharge (ESD), ie handling units and printed circuit boards correctly.
- Performing troubleshooting and correcting errors in computers up to module level, using measuring instruments and diagnostic software, and making performance tests of computers using various test programs.
- Configuring, building and testing computers at module level, upgrading computers through the installation, replacement and configuration of internal units, troubleshooting and correcting errors in computers up to module level, using relevant measuring instruments and diagnostic software for PCs, and testing computer performance using relevant test software, all in accordance with relevant documentation such as product manuals, with due consideration of correct ESD handling.
- Installing and configuring drivers for internal and external units as well as client operating systems, including individual adaptation and administration of local user groups and rights, and configuring systems for use in workgroup or domain networks, for remote access and virtual private networks (VPNs) relative to client operating systems.
- Installing cables, jacks, switches, routers, etc in local area networks (LANs), troubleshooting and correcting errors in LANs using learned troubleshooting methods and tools such as multimeters and cable testers, and locating and replacing defective jacks in connection with data communications.
- Troubleshooting and maintaining local area networks (LANs) under supervision, using relevant tools.
- Working with security-related issues in typical network environments with shares and file security and login security in local computers or via a network, under supervision, and installing antivirus software in computers.
- Using technical terms both in Danish and in a relevant foreign language at a level equivalent to Level F of the basic subject English in connection with the performance of work assignments in the fields of data technology and communications.
- Making small simple programs using programming software and knowledge about programming language and elementary program structure and development.

Work areas (within which the company will be able to place trainees)**Main programme**

✓ Tick off the appropriate

- Designing, installing and configuring computers and upgrading and optimising systems.
- Installing and configuring network units and troubleshooting in connection with the building and maintenance of local area networks.
- Making telephone sales and personal sales of relevant products, including providing product advice and guidance to customers.
- Preparing standard quotations, writing sales letters and explaining warranty and service schemes, including informative labelling and complaints procedures.
- Providing advice, guidance, instructions and support to customers concerning the use of products common to the industry.
- Maintaining local area networks and computer equipment, and troubleshooting and correcting errors in such networks and equipment.
- Organising and carrying out work assignments independently and in collaboration with others.
- Displaying knowledge of how to establish and operate a business of one's own.