Qualification Pack

IT Technical Support Associate

QP Code: SSC/Q0101

Version: 4.0

NSQF Level: 4

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Contents

Qualification Pack

SSC/Q0101: IT Technical Support Associate

Brief Job Description

An IT Technical Support Associate is responsible for diagnosing and addressing technical issues impacting production systems by troubleshooting, applying known solutions, and escalating complex cases. The role involves leveraging Gen AI tools for intelligent problem analysis, automating routine tasks, and improving IT Support/Helpdesk workflows. Additionally, they utilize AI-powered ticketing systems to enhance customer experience and drive operational efficiency.

Personal Attributes

This job requires the individual to work independently and interact with customers. The individual should be result-oriented and possess logical thinking and interpersonal skills. The person should know how to prioritize workload and be willing to work at a desk-based job.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. SSC/N0101: Deal remotely with basic IT service requests/incidents

2. SSC/N0108: Manage IT Service Requests and Incident Resolution

3. DGT/VSQ/N0101: Employability Skills (30 Hours)

Qualification Pack (QP) Parameters

Sector	IT-ITeS
Sub-Sector	IT Services
Occupation	IT Support Services/Helpdesk
Country	India
NSQF Level	4
Credits	13
Aligned to NCO/ISCO/ISIC Code	NCO-2015/ 3512.0702

Minimum Educational Qualification & Experience	12th grade Pass (With Computer Knowledge)
	        OR
	10th grade pass with 1.5 years of experience in relevant field.Relevant Experience: IT Support/IT Helpdesk/Computer Operations The relevant experience would include work, internship, and apprenticeship after completing relevant educational qualifications.
	        OR
	Previous relevant Qualification of NSQF Level (3) with 3 Years of experience in relevant field.Relevant Experience: IT Support/IT Helpdesk/Computer Operations The relevant experience would include work, internship, and apprenticeship after completing relevant educational qualifications.

Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NIL
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	18/02/2028
NSQC Approval Date	18/02/2025
Version	4.0
Reference code on NQR	QG-04-IT-03648-2025-V2-NASSCOM
NQR Version	2

SSC/N0108: Manage IT Service Requests and Incident Resolution

Description

This unit outlines the skills and knowledge required to respond to IT support requests and incidents, ensuring timely resolution or escalation while maintaining user satisfaction and adherence to support protocols.

Scope

The scope covers the following :

- Receive and Validate Support Requests
- Diagnose and Resolve Basic Issues
- Communication and Escalation
- Documentation and Compliance
- Use of Support Tools including AI

Elements and Performance Criteria

Receive and Validate Support Requests

To be competent, the user/individual on the job must be able to:

PC1. monitor and interpret incoming alerts or support requests using designated systems to identify potential issues

PC2. validate the authenticity and urgency of reported issues by cross-verifying alerts and user inputs

PC3. document and log support requests systematically using the organization's tools and standard operating procedures

Diagnose and Resolve Basic Issues

To be competent, the user/individual on the job must be able to:

PC4. gather relevant information from users by employing effective questioning techniques to understand the scope of the issue

PC5. analyze the reported issue and apply appropriate troubleshooting steps based on predefined checklists or knowledge bases

PC6. adjust settings and configure devices (e.g., mobile, OS) to support application use, updates, and basic connectivity

PC7. identify signs of potential security threats (e.g., phishing, malware) and execute basic mitigation procedures

Communication and Escalation

To be competent, the user/individual on the job must be able to:

PC8. communicate technical information clearly and concisely to non-technical users using layman-friendly language

PC9. demonstrate active listening, empathy, and professionalism during user interactions

PC10. determine when an issue is beyond scope and initiate escalation by following predefined protocols

Documentation and Compliance

To be competent, the user/individual on the job must be able to:

PC11. record resolution steps, observations, and outcomes using standard templates for future reference and audits

PC12. ensure compliance with internal standards, SLAs, and quality protocols while addressing support issues

Use of Support Tools including AI

To be competent, the user/individual on the job must be able to:

PC13. leverage IT support platforms and AI-enabled tools to retrieve information, suggest solutions, and execute resolutions effectively

PC14. utilize generative AI tools to generate prompt responses, categorize tickets, and improve documentation accuracy

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. the organizational procedures and service workflows related to handling IT support requests and incidents within defined responsibilities

KU2. the categories of commonly encountered IT issues such as hardware malfunctions, software errors, login problems, and mobile device troubleshooting

KU3. how to interpret system alerts and service tickets to assess the urgency and scope of the reported issue

KU4. how to use IT helpdesk tools, ticketing systems, and knowledge repositories for logging, tracking, and resolving incidents

KU5. the communication strategies for engaging with users, including ways to simplify technical terms, express empathy, and ensure user satisfaction

KU6. how to perform basic system checks, configure device settings, support application updates, and resolve connectivity issues

KU7. the standard operating procedures for escalating unresolved or complex incidents to relevant technical or managerial teams

KU8. how to record, update, and maintain accurate documentation of incidents and resolutions in compliance with organizational guidelines

KU9. the role of generative AI tools in support environments for automating response drafting, categorizing tickets, and generating solution steps

KU10. how to ensure secure and responsible use of AI tools, including attention to data privacy, security threats, and accuracy of automated outputs

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. maintain work-related notes and records

GS2. read the relevant literature to learn about the latest developments in the work

GS3. listen attentively to understand the information/ instructions being shared by the speaker

GS4. communicate clearly and politely with co-workers and clients

GS5. coordinate with co-workers to achieve work objectives

GS6. plan and prioritize tasks to ensure timely completion

GS7. plan and prioritize tasks to ensure timely completion

GS8. take quick decisions to deal with workplace emergencies/ accidents

GS9. evaluate all possible solutions to a problem to select the best one

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Receive and Validate Support Requests	**5**	**10**	**-**	**4**
PC1. monitor and interpret incoming alerts or support requests using designated systems to identify potential issues	2	4	-	2
PC2. validate the authenticity and urgency of reported issues by cross-verifying alerts and user inputs	2	3	-	1
PC3. document and log support requests systematically using the organization's tools and standard operating procedures	1	3	-	1
Diagnose and Resolve Basic Issues	**10**	**14**	**-**	**6**
PC4. gather relevant information from users by employing effective questioning techniques to understand the scope of the issue	3	4	-	1.5
PC5. analyze the reported issue and apply appropriate troubleshooting steps based on predefined checklists or knowledge bases	3	4	-	1.5
PC6. adjust settings and configure devices (e.g., mobile, OS) to support application use, updates, and basic connectivity	2	3	-	1.5
PC7. identify signs of potential security threats (e.g., phishing, malware) and execute basic mitigation procedures	2	3	-	1.5
Communication and Escalation	**5**	**10**	**-**	**4**
PC8. communicate technical information clearly and concisely to non-technical users using layman-friendly language	1.5	4	-	2
PC9. demonstrate active listening, empathy, and professionalism during user interactions	1.5	3	-	1
PC10. determine when an issue is beyond scope and initiate escalation by following predefined protocols	2	3	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Documentation and Compliance	**5**	**8**	**-**	**3**
PC11. record resolution steps, observations, and outcomes using standard templates for future reference and audits	2.5	4	-	1.5
PC12. ensure compliance with internal standards, SLAs, and quality protocols while addressing support issues	2.5	4	-	1.5
Use of Support Tools including AI	**5**	**8**	**-**	**3**
PC13. leverage IT support platforms and AI-enabled tools to retrieve information, suggest solutions, and execute resolutions effectively	2.5	4	-	1.5
PC14. utilize generative AI tools to generate prompt responses, categorize tickets, and improve documentation accuracy	2.5	4	-	1.5
NOS Total	**30**	**50**	**-**	**20**

National Occupational Standards (NOS) Parameters

NOS Code	SSC/N0108
NOS Name	Manage IT Service Requests and Incident Resolution
Sector	IT-ITeS
Sub-Sector	
Occupation	IT Support Services/Helpdesk
NSQF Level	4
Credits	6
Version	1.0
Last Reviewed Date	18/02/2025
Next Review Date	18/02/2028
NSQC Clearance Date	18/02/2025

DGT/VSQ/N0101: Employability Skills (30 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

To be competent, the user/individual on the job must be able to:

PC1. understand the significance of employability skills in meeting the job requirements

Constitutional values – Citizenship

To be competent, the user/individual on the job must be able to:

PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices

Becoming a Professional in the 21st Century

To be competent, the user/individual on the job must be able to:

PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.

Basic English Skills

To be competent, the user/individual on the job must be able to:

PC4. speak with others using some basic English phrases or sentences

Communication Skills

To be competent, the user/individual on the job must be able to:

PC5. follow good manners while communicating with others

PC6. work with others in a team

Diversity & Inclusion

To be competent, the user/individual on the job must be able to:

PC7.   communicate and behave appropriately with all genders and PwD

PC8.   report any issues related to sexual harassment

Financial and Legal Literacy

To be competent, the user/individual on the job must be able to:

PC9.   use various financial products and services safely and securely

PC10. calculate income, expenses, savings etc.

PC11. approach the concerned authorities for any exploitation as per legal rights and laws

Essential Digital Skills

To be competent, the user/individual on the job must be able to:

PC12. operate digital devices and use its features and applications securely and safely

PC13. use internet and social media platforms securely and safely

Entrepreneurship

To be competent, the user/individual on the job must be able to:

PC14. identify and assess opportunities for potential business

PC15. identify sources for arranging money and associated financial and legal challenges

Customer Service

To be competent, the user/individual on the job must be able to:

PC16. identify different types of customers

PC17. identify customer needs and address them appropriately

PC18. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

To be competent, the user/individual on the job must be able to:

PC19. create a basic biodata

PC20. search for suitable jobs and apply

PC21. identify and register apprenticeship opportunities as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1.   need for employability skills

KU2.   various constitutional and personal values

KU3.   different environmentally sustainable practices and their importance

KU4.   Twenty first (21st) century skills and their importance

KU5.   how to use basic spoken English language

KU6.   Do and dont of effective communication

KU7.   inclusivity and its importance

KU8.   different types of disabilities and appropriate communication and behaviour towards PwD

KU9.   different types of financial products and services

KU10. how to compute income and expenses

KU11. importance of maintaining safety and security in financial transactions

KU12. different legal rights and laws

KU13. how to operate digital devices and applications safely and securely

KU14. ways to identify business opportunities

KU15. types of customers and their needs

KU16. how to apply for a job and prepare for an interview

KU17. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. communicate effectively using appropriate language

GS2. behave politely and appropriately with all

GS3. perform basic calculations

GS4. solve problems effectively

GS5. be careful and attentive at work

GS6. use time effectively

GS7. maintain hygiene and sanitisation to avoid infection

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Introduction to Employability Skills	1	1	-	-
PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
Constitutional values – Citizenship	1	1	-	-
PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
Becoming a Professional in the 21st Century	1	3	-	-
PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
Basic English Skills	2	3	-	-
PC4. speak with others using some basic English phrases or sentences	-	-	-	-
Communication Skills	1	1	-	-
PC5. follow good manners while communicating with others	-	-	-	-
PC6. work with others in a team	-	-	-	-
Diversity & Inclusion	1	1	-	-
PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC8. report any issues related to sexual harassment	-	-	-	-
Financial and Legal Literacy	3	4	-	-
PC9. use various financial products and services safely and securely	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. calculate income, expenses, savings etc.	-	-	-	-
PC11. approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
Essential Digital Skills	**4**	**6**	**-**	**-**
PC12. operate digital devices and use its features and applications securely and safely	-	-	-	-
PC13. use internet and social media platforms securely and safely	-	-	-	-
Entrepreneurship	**3**	**5**	**-**	**-**
PC14. identify and assess opportunities for potential business	-	-	-	-
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
Customer Service	**2**	**2**	**-**	**-**
PC16. identify different types of customers	-	-	-	-
PC17. identify customer needs and address them appropriately	-	-	-	-
PC18. follow appropriate hygiene and grooming standards	-	-	-	-
Getting ready for apprenticeship & Jobs	**1**	**3**	**-**	**-**
PC19. create a basic biodata	-	-	-	-
PC20. search for suitable jobs and apply	-	-	-	-
PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
NOS Total	**20**	**30**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0101
NOS Name	Employability Skills (30 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	2
Credits	1
Version	1.0
Last Reviewed Date	08/05/2025
Next Review Date	30/04/2028
NSQC Clearance Date	08/05/2025

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

The assessment will consist of a blend of hands-on practical evaluations, viva-voce, and online proctored scenario-based multiple-choice questions ensuring a thorough evaluation of the individual's proficiency in learning outcomes, practical understanding, and real-world application of concepts.

Minimum Aggregate Passing % at QP Level : 70

(**Please note**: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
SSC/N0101.Deal remotely with basic IT service requests/incidents	30	50	-	20	100	45
SSC/N0108.Manage IT Service Requests and Incident Resolution	30	50	-	20	100	45
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	10
Total	**80**	**130**	**-**	**40**	**250**	**100**

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
IT-ITeS	Information Technology - Information Technology enabled Services
BPM	Business Process Management
BPO	Business Process Outsourcing
KPO	Knowledge Process Outsourcing
LPO	Legal Process Outsourcing
IPO	Information Process Outsourcing
IT-ITeS	Information Technology - Information Technology enabled Services
BPM	Business Process Management
BPO	Business Process Outsourcing
KPO	Knowledge Process Outsourcing
LPO	Legal Process Outsourcing
IPO	Information Process Outsourcing
IT-ITeS	Information Technology - Information Technology enabled Services
BPM	Business Process Management
BPO	Business Process Outsourcing
KPO	Knowledge Process Outsourcing
LPO	Legal Process Outsourcing
IPO	Information Process Outsourcing

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.
Helpdesk	Helpdesk is an entity to which the customers will report their IT problems. IT Service Helpdesk Attendant is responsible for managing the helpdesk.
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