IT Helpdesk Attendant

QP Code: SSC/Q0110

Version: 4.0

NSQF Level: 3

IT-ITeS SSC NASSCOM || NASSCOM Plot No - 7, 8, 9 & 10, 3rd Floor, Sector 126
Noida Uttar Pradesh - 201303 || email:sscstandards@nasscom.in

Contents

Qualification Pack

SSC/Q0110: IT Helpdesk Attendant

Brief Job Description

An IT Helpdesk Attendant ensures the smooth operation of an organization's IT systems by providing technical support and troubleshooting hardware and software issues. They assist with installing and configuring systems, monitoring networks, and resolving user issues efficiently. Acting as the first point of contact for IT problems, they offer guidance in-person or remotely. Their role minimizes disruptions, optimizes performance, and supports organizational productivity

Personal Attributes

The individual should effectively collaborate with stakeholders to resolve IT issues and ensure smooth system operations. A strong analytical mindset and up-to-date knowledge of evolving technologies are essential, along with self-motivation and efficient task management in a dynamic environment.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. SSC/N0202: Deal directly with IT service requests/incidents

2. 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	3
Credits	12
Aligned to NCO/ISCO/ISIC Code	NCO-2015/ 3512.0101

Minimum Educational Qualification & Experience	10th grade pass OR 10th Class (Pursuing) OR 8th grade pass with 3 Years of experience in relevant field.Relevant Experience: Computer Operation The relevant experience would include work, internship, and apprenticeship after completing relevant educational qualifications.
Minimum Level of Education for Training in School	Not Applicable
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-03-IT-03646-2025-V2-NASSCOM
NQR Version	4.0

SSC/N0202: Deal directly with IT service requests/incidents

Description

This unit focuses on addressing IT service requests and incidents within the defined scope of competence and authority.

Scope

The scope covers the following :

- Monitoring and Validation of Requests/Incidents
- Identifying and Categorizing Issues
- Resolving Incidents and Service Requests
- Escalation and Collaboration
- Customer Interaction and Communication
- Documentation and Compliance
- Generative AI

Elements and Performance Criteria

Monitoring and Validation of Requests/Incidents

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

PC1. monitor systems to identify automated alerts and customer service requests.

PC2. validate automated alerts to confirm whether they are genuine incidents requiring action

PC3. record and acknowledge service requests or incidents using the organization's designated tools and procedures

Identifying and Categorizing Issues

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

PC4. collect detailed information from customers to accurately identify the nature and scope of service requests or incidents.

PC5. evaluate system alerts and customer inputs to classify incidents appropriately.

Resolving Incidents and Service Requests

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

PC6. assess and implement the most suitable solutions or workarounds for the reported issues

PC7. follow the organization's guidelines, utilize standard scripts, and leverage Generative AI tools to resolve incidents efficiently.

PC8. configure mobile device settings, operating system preferences, and provide support for mobile application installation, updates, and maintenance

PC9. diagnose and resolve hardware-related issues and connectivity problems on mobile devices efficiently

PC10. identify and mitigate cybersecurity threats such as phishing attacks and social engineering attempts to safeguard user systems and data

PC11. detect and remove malware or malicious software and implement measures to prevent unauthorized access to sensitive systems or data

Escalation and Collaboration

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

PC12. escalate service requests or incidents that fall outside your expertise or authority to appropriate personnel.

PC13. collaborate with peers, technical teams, or managers to seek assistance when required.

Customer Interaction and Communication

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

PC14. explain technical solutions to non-technical users using simple, easy-to-understand language

PC15. demonstrate empathy, patience, and professionalism while addressing queries or complaints from domestic users.

PC16. actively listen to customers to fully understand their concerns and ensure a customer-centric resolution.

PC17. confirm with customers that their issues have been resolved to their satisfaction before closing the request

Documentation and Compliance

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

PC18. document the resolution process and outcomes for each incident or service request.

PC19. ensure adherence to relevant organizational standards, policies, procedures, and service-level agreements (SLAs) when managing incidents or requests.

Generative AI

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

PC20. apply the fundamentals of Generative AI tools to enhance IT help desk operations and service delivery.

PC21. utilize Generative AI for automating ticket categorization, generating prompt responses, and creating accurate incident documentation

PC22. optimize prompt engineering techniques and identify opportunities to improve the speed and accuracy of issue resolution using Generative AI.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. the organization's policies, procedures, and guidelines related to IT service requests, incidents, and customer service management.

KU2. the range of IT service requests and incidents, including issues related to mobile devices, hardware, software, networking, cybersecurity, and operating systems.

KU3. the tools and systems used for tracking, categorizing, and resolving service requests and incidents, including incident management platforms and knowledge bases.

KU4. the cybersecurity principles, including the identification and mitigation of phishing, social engineering attacks, malware, and unauthorized access attempts.

KU5. the methods for troubleshooting mobile device issues, including configuring device settings, supporting app installations, diagnosing hardware and connectivity problems.

KU6. the importance of soft skills in supporting non-technical users, including active listening, empathy, and clear communication

KU7. how to access and update the organization's knowledge base to find solutions and workarounds for IT service requests and incidents.

KU8. the significance of adhering to service level agreements (SLAs) and other client agreements when resolving incidents or service requests

KU9. the importance of proper documentation and record-keeping, including the use of standard templates and scripts to resolve issues.

KU10. the limits of ones role and responsibilities in addressing IT service requests and incidents, and how to escalate issues beyond their competence.

KU11. the role of generative AI tools like OpenAI, Google Bard, and Microsoft Copilot in enhancing IT service management, automating tasks, and improving productivity

KU12. how to use automated tools, including generative AI, to categorize tickets, generate responses, and document resolutions efficiently

KU13. different IT environments, including hardware devices (e.g., desktops, mobile devices, routers, switches), operating systems, software applications, and networking configurations.

KU14. the need for continuous improvement in IT service management, including leveraging generative AI tools to optimize service delivery and issue resolution.

KU15. how to identify and implement best practices for using generative AI in IT service management, aiming for more efficient and accurate support.

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 works

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. identify possible disruptions to work and take appropriate preventive measures

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
Monitoring and Validation of Requests/Incidents	**4**	**6**	**-**	**2**
PC1. monitor systems to identify automated alerts and customer service requests.	1.5	2	-	1
PC2. validate automated alerts to confirm whether they are genuine incidents requiring action	1.5	2	-	0.5
PC3. record and acknowledge service requests or incidents using the organization's designated tools and procedures	1	2	-	0.5
Identifying and Categorizing Issues	**3**	**5**	**-**	**2**
PC4. collect detailed information from customers to accurately identify the nature and scope of service requests or incidents.	1.5	2.5	-	1
PC5. evaluate system alerts and customer inputs to classify incidents appropriately.	1.5	2.5	-	1
Resolving Incidents and Service Requests	**9**	**15**	**-**	**6**
PC6. assess and implement the most suitable solutions or workarounds for the reported issues	1.5	2.5	-	1
PC7. follow the organization's guidelines, utilize standard scripts, and leverage Generative AI tools to resolve incidents efficiently.	1.5	2.5	-	1
PC8. configure mobile device settings, operating system preferences, and provide support for mobile application installation, updates, and maintenance	1.5	2.5	-	1
PC9. diagnose and resolve hardware-related issues and connectivity problems on mobile devices efficiently	1.5	2.5	-	1
PC10. identify and mitigate cybersecurity threats such as phishing attacks and social engineering attempts to safeguard user systems and data	1.5	2.5	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. detect and remove malware or malicious software and implement measures to prevent unauthorized access to sensitive systems or data	1.5	2.5	-	1
Escalation and Collaboration	**3**	**4**	**-**	**2**
PC12. escalate service requests or incidents that fall outside your expertise or authority to appropriate personnel.	1.5	2	-	1
PC13. collaborate with peers, technical teams, or managers to seek assistance when required.	1.5	2	-	1
Customer Interaction and Communication	**5**	**8**	**-**	**3**
PC14. explain technical solutions to non-technical users using simple, easy-to-understand language	1.5	2	-	1
PC15. demonstrate empathy, patience, and professionalism while addressing queries or complaints from domestic users.	1.5	2	-	1
PC16. actively listen to customers to fully understand their concerns and ensure a customer-centric resolution.	1	2	-	0.5
PC17. confirm with customers that their issues have been resolved to their satisfaction before closing the request	1	2	-	0.5
Documentation and Compliance	**3**	**5**	**-**	**2**
PC18. document the resolution process and outcomes for each incident or service request.	1.5	2.5	-	1
PC19. ensure adherence to relevant organizational standards, policies, procedures, and service-level agreements (SLAs) when managing incidents or requests.	1.5	2.5	-	1
Generative AI	**3**	**7**	**-**	**3**
PC20. apply the fundamentals of Generative AI tools to enhance IT help desk operations and service delivery.	1	2.5	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC21. utilize Generative AI for automating ticket categorization, generating prompt responses, and creating accurate incident documentation	1	2.5	-	1
PC22. optimize prompt engineering techniques and identify opportunities to improve the speed and accuracy of issue resolution using Generative AI.	1	2	-	1
NOS Total	**30**	**50**	**-**	**20**

National Occupational Standards (NOS) Parameters

NOS Code	SSC/N0202
NOS Name	Deal directly with IT service requests/incidents
Sector	IT-ITeS
Sub-Sector	IT Support Services
Occupation	Infrastructure Management Services (IMS)
NSQF Level	3
Credits	11
Version	4.0
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 : 50

(**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/N0202.Deal directly with IT service requests/incidents	30	50	0	20	100	90
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	10
Total	**50**	**80**	**-**	**20**	**150**	**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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