1. TITLE OF THE CERTIFICATE (1)

IT-süsteemide spetsialist, tase 4

(1) in the original language

2. TRANSLATED TITLE OF THE CERTIFICATE (1)

IT systems specialist, level 4

(1) if applicable. This translation has no legal status.

3. PROFILE OF SKILLS AND COMPETENCIES

IT systems specialist works independently in pre-determined section of work in accordance with rules of procedure and best practices. Is able to work as customer support, IT support person, monitoring specialist, system administrator, etc. Has limited discretion within established practices and methods. Is responsible for solving standard IT problems, forwarding the more complicated cases to senior specialists.

The main tasks of an IT systems specialist are the design and development of IT systems product or project plan, applications design, solutions implementation, preparation of documentation, user support, modifications support, settlement of problems, provision of services, purchasing, sales channels management and information security safeguard.

An IT systems specialist is able to adjust their communication style to various situations and persons. Expresses their opinions clearly, does not hold back information and is able to point out key standpoints. Has good emotional control in complicated situations. The job requires a willingness and skills to participate in teamwork.

1) Product or project design development (e-CF kompetents A.4.*)
Acts systematically to document standard and simple elements of product or project. Project team member.
2) Application design (e-CF kompetents A.6.)
Contributes to the design and development of functional specifications and interfaces.
3) Design and development (e-CF kompetents B.1.)
Systematically develops unsophisticated components.
4) Systems integration (e-CF kompetents B.2.)
Acts systematically to identify the compatibility of technical specifications of software and hardware. Documents all activities during installation and records deviations and remedial activities.
5) Testing (e-CF kompetents B.3.)
Is proficient in using testing programmes. Records results and reports outcomes providing analysis of results.
6) Solution implementation (e-CF kompetents B.4.)
Acts systematically to assemble or disassemble system constituents. Identifies non-performing components and establishes root cause of failure within the overall solution. Provides support to less experienced colleagues.
7) Preparation of documentation (e-CF kompetents B.5.)
Determines requirements for maintaining records, having regard to objectives and environment in relation to which it is applied.
8) User support (e-CF kompetents C.1.)
Acts systematically to construe user problems, determining solutions and possible side effects. Relies on experience and analysis of a solutions database in determining user problems and finding solutions. Differentiates complex or unresolved incidents for senior specialists. Keeps track of user support procedures and follows up all along to conclusion.
9) Modifications support (e-CF kompetents C.2.)

Throughout the modifications acts according to everyday operational needs and responds to them, avoiding service interruptions and maintaining coherence with service level agreement. Makes suggestions for systems improvement and configuration changes.

10) Service delivery (e-CF kompetents C.3.)
Monitors systematically the performance and operating reliability data. Escalates potential service level failures and makes recommendations to improve service performance. Tracks performance data against service level agreements.

11) Problem management (e-CF kompetents C.4.)
Identifies and classifies incident types and service interruptions. Records incidents, cataloging by symptoms and solutions.

12) Education and training provision (e-CF kompetents D.3.)
Organises the identification of training needs and advises end users in hardware and/or software related matters.

13) Purchasing (e-CF kompetents D.4.)
Understands the principles of the procurement process and makes simpler purchases according to instructions.

14) Preparation of sales offer (e-CF kompetents D.5.)
Facilitates comparison between customer requirements and available 'off the shelf' solutions. Participates in developing sales proposals.

15) Contract management (e-CF kompetents D.8.)
Monitors performance of contracts according to instructions.

16) Personnel development (e-CF kompetents D.9.)
Supervises individuals and smaller groups.

17) Project portfolio administration (e-CF kompetents E.2.)
Understands and applies the principles of project management using appropriate methods, tools and processes to manage simple projects.

18) Risk management (e-CF kompetents E.3.)
Understands and applies the principles of risk management to mitigate identified risks.

19) Customer relations management (e-CF kompetents E.4.)
Communicates with customers, ensuring positive working relationship.

20) ICT quality management (e-CF kompetents E.6.)
Monitors application of the organisation's quality policy and communicates the related information.

21) Information security management (e-CF kompetents E.8.)
Monitors the environment and investigates security related incidents.

*The basis of description for ICT vocations is the European e-Competence Framework(e-CF) which defines 36 e-CF basic competences, dividing them between five fields of ICT business processes. http://www.ecompetences.eu/

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4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE [1]

IT systems specialist, User support specialist, IT administrator, Tester, Computer technician, IT technician.

[1] If applicable

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5. OFFICIAL BASIS OF THE CERTIFICATE

Name and status of the body awarding the certificate	Name and status of the national/regional authority providing accreditation/recognition of the certificate
The occupational certificate that has been issued by the professional council that operates under the activity license issued by a Awarding Body	Sector Skills Council approved by a Regulation of the Government of the Republic
Level of the certificate (national or international)	**Grading scale / Pass requirements**
Estonian Qualification Framework level 4 European Qualification Framework level 4	Test

Access to next level of education/training	International agreements
	Agreement between BCS Koolitus and ECDL Foundation granting the authority to conduct examinations of EUCIP* (European Certificate of Informatics Professionals) (certificate)
	*EUCIP (European Certificate of Informatics Professionals) is a certification programme for IT professionals and ICT vocational students which consists of a core certification and specialised certifications for a range of competences based on an array of job-specific profiles. Separate certification applies for IT Administrators.

Legal basis

Occupational Qualifications Act (RT I 2008, 24, 156; 01.09.2008)

6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

In order to obtain a occupational certificate, the applicant has to prove all his/her competencies required by the occupational standard and by the procedure for awarding of occupational qualification established by the body awarding the occupational qualification.

The usual vocational training of an IT systems specialist is secondary vocational education or secondary education with professional experience.

More information (including a description of the national qualifications system) available at:
www.kutsekoda.ee