

Job Qualification Requirements

****When you finish an item, have it checked off by a supervisor or senior tech****

KnowledgeBase

-The answers to all these problems can be found inside the KnowledgeBase.

Login and save the KnowledgeBase as one of your favorites.

Site: [www.\(YourKnowledgeBase\).com](http://www.(YourKnowledgeBase).com)

Username: (if necessary)

Password: (if necessary)

Download and printout the NetMeeting instruction document from the KnowledgeBase. Set it up on your computer.

Login to the Company FTP website.

Find and print the Call Priority Table.

Find and read the Priority 1 policy.

SharePoint

-Save this site as your homepage. Check announcements often everyday

Login to SharePoint (insert site URL here) and add a test announcement. Browse the site and find how many incoming calls the CallCenter took last week.

Print the Queue Description document from the SharePoint site. Read and familiarize yourself with this document.

Log into the Company's New Hire section of SharePoint. Import the contact list into the IM client.

Read the entire FAQ page.

Send a sample Time Off Request.

Find and print a Ticketing System Downtime form.

Ticketing System

-Be sure to utilize the KnowledgeBase when looking for answers

Add yourself as a new user to the Ticketing System.

Delete the account you just created.

Find and Print the screen that shows all the tickets assigned to our queue.

Network - Local

-The goal here is to understand our local network

- Access the Company folder in our local shared folder, \\servername\Company.
- Install the network printers located in the office on your computer. The server name is [\\servername](#).
- Access the Company Intranet by typing (company intranet site URL) into IE. Save it as a favorite. Use this site to find forms and benefit information.

Network - Client

-The goal here is to understand the client network which we support.

- Access our shared drive on \\servername.
 - < Create a folder with your name.
- Download, install, and run updates on Ad Aware SE from our shared drive.
- Setup an RDP session to the Admin-console
 - < Save the icon for the session on your desktop
 - < Login with your admin account
 - < Find your Active Directory account in the system
 - < Add yourself to the VPN and RAS security groups
- Setup our shared email account on the server. Find instructions in the KnowledgeBase. Send your supervisor a test email when completed.

Setup a VNC session to our bench machine. Do a Google search for VNC and install it. The password for VNC on the bench machine is password.

- < Use the dialup icon on the desktop and dial into the ↑ network. Use your credentials to dial in.

Install the following programs: (Instructions are all located in the KB)

- < VPN
- < Putty
- < AS/400 software

Phone

-Practice with the phones

Print the phone manual document (located on SharePoint) and practice all steps. Use an available tech for practice.

Notes:

- < Use the search function in the KnowledgeBase.
- < Try your best on some of these. They can be difficult, but use your troubleshooting skills. If you absolutely cannot figure it out, I will help you get through it.