**Task 7 - Your task**

This task requires you to provide IT support and advice to Community Assist’s clients.

As in many smaller IT businesses or sections providing IT services within an organisation, Community Assist provides support to its clients in a more informal way than a structured ‘Help Desk’. In your workplace, each IT technician takes a turn on a roster to provide IT support and advice to the organisation’s clients. They do this by answering the IT support hotline number on a shared mobile telephone while continuing to work in their other assigned roles. In this task, the roster has you on the IT support and advice role this week.

Before starting on the roster, you need to complete the training and pass the online quiz and the induction test.

Community Assist provides second-hand, re-conditioned laptops on loan to low-income families. The purpose of this IT arrangement is to provide the children within the families with a digital device to support their formal schooling as well as supporting families to access such on-line services as MyGov, banking and other support services.

Generally, the IT employees within Community Assist have a folder of FAQs to refer to when answering enquiries from the organisation’s clients. This ensures that the information and advice that is provided to clients is consistent, accurate and focused on how the IT is organised in this organisation. All IT employees have a responsibility to follow these FAQ sheets and prepare new responses when unusual questions are asked. All new FAQ sheets need to go to the IT supervisor before being added to the FAQ folder to be checked for accuracy and adherence to Community Assist’s policies and procedures.

During this week that you are on the IT support and advice role, there are four requests for assistance that you must address.

These four requests are:

* Task A – A call for assistance from Colin Jackson, a client of Community Assist.
* Task B – A request from the leader in the Human Resources section of the organisation – Mary Shiver. Her team is experiencing difficulties with their email and it looks like their workstations are not up to specifications to be running Outlook. You will need to investigate. This leads to Task C and Task D.

You must follow the organisational requirements when providing client support and advice. Ensure you check the policy documents or other Community Assist documentation that may be relevant to these tasks.

**Some hints for you…**

To successfully complete this task, you will need to:

* Determine task requirements.
* Access the organisation’s policies, procedures or guidelines, or other resources that may be relevant.
* Establish the process you will follow for each of the requests for assistance and carry these out.
* Provide the advice and support required in each case. Ensure this is documented.
* Check and deliver the response to the clients and whoever else needs to be informed.

**What you must do:**

Refer to the Task Planning Sheet to assist you in completing this task.