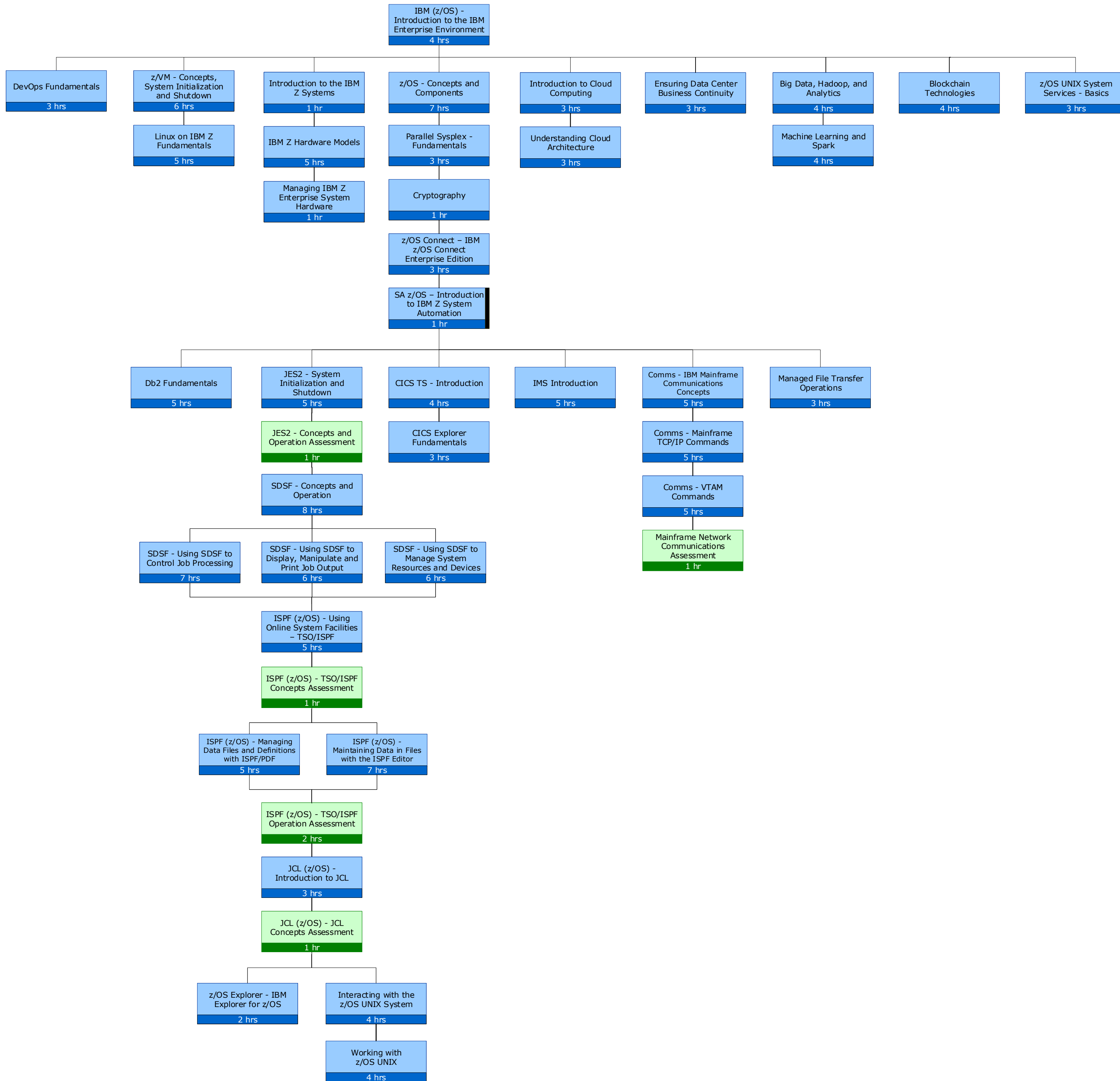


The helpdesk operator provides first-level support to personnel using the z/OS system. The duties of this position are:

- Recording reported problems
- Conducting problem analysis
- Resolving known problems
- Forwarding complex problems to the appropriate resolution teams

Approximate number of training hours - 167

This Learning Plan represents an industry standard education plan for this job role. Please note that the equivalent job role at your organization may use different software applications or require greater or lesser levels of expertise in any area. Please check our site regularly to see what new or updated courses have been added to this plan!



- Interskill e-Learning Courses
- Interskill Skills Assessments
- ■ Indicates that courses on similar products are available, and can be substituted

Note: Interskill e-Learning Courses cover all the main topics tested in the Assessments. Prior to completing each Assessment it is recommended that you obtain additional practical experience, or on-the-job training in the areas relevant to the Assessment topic.