

DACUM Research Chart for PC Technician

DACUM Panel

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Duties		← Tasks				
A	Provide PC Hardware Support	A-1 Install DVD/CD-RW	A-2 Install memory	A-3 Install motherboard	A-4 Install hard drive	A-5 Install CPU
		A-13 Install PC work station	A-14 Maintain hardware components	A-15 Test hardware components for failure	A-16 Repair hardware components (e.g., hard drive recovery & minor repairs)	
B	Provide Software Support	B-1 Research software (e.g., hardware specifications, compatibility)		B-2 Install operating systems	B-3 Install office suites (e.g., mail, word processing, spreadsheets, databases)	
		B-11 Troubleshoot software	B-12 Repair software	B-13 Reinstall software		
C	Provide Peripherals Support	C-1 Install peripheral-specific software	C-2 Configure peripheral-specific software	C-3 Install peripheral device	C-4 Maintain peripherals	C-5 Repair peripherals
D	Provide User Support	D-1 Review user's request	D-2 Verify common understanding of request	D-3 Analyze user's request	D-4 Recommend potential solutions	D-5 Satisfy user's request
E	Perform Administrative Tasks	E-1 Document work completed	E-2 Write work status reports	E-3 Complete time sheet	E-4 Contribute information to knowledge base	
		E-10 Manage parts & equipment inventory	E-11 Order hardware, software, peripherals & parts		E-12 Create procedural checklists	E-13 Participate in performance appraisal
F	Continue Professional Development	F-1 Create professional development plan	F-2 Obtain industry certifications (e.g., MCSE, A+, Network+, manufacturers' certifications)		F-3 Pursue continuing education	F-4 Participate in internal training
		F-11 Participate in mentoring program	F-12 Network with peers	F-13 Participate in community outreach	F-14 Teach a class	

A-6 Install video card	A-7 Install power supply	A-8 Install interface cards (e.g., PCI)	A-9 Install battery (e.g., C-MOS)	A-10 Install display	A-11 Install floppy disk drive	A-12 Configure installed hardware
A-17 Modify hardware components	A-18 Replace hardware components					
B-4 Install graphics software	B-5 Install security software	B-6 Install developer workbench	B-7 Configure installed software	B-8 Remove unauthorized software	B-9 Apply software updates	B-10 Maintain installed software
C-6 Replace peripherals						
D-6 Provide user training	D-7 Conduct user follow-up					
E-5 Participate in defining technology standards for the organization		E-6 Provide consultation on technology purchases	E-7 Participate in internal meetings	E-8 Participate in external meetings (e.g., vendor/supplier)	E-9 Interface with people internal or external to organization (e.g., email, phone, chat, instant messaging)	
E-14 Assist with new PC Technician orientation	E-15 Comply with ADA requirements					
F-5 Participate in professional organizations (e.g., local, regional, national)		F-6 Review professional publications	F-7 Attend trade shows/conferences/seminars	F-8 Participate in online forums	F-9 Conduct online research	F-10 Participate in beta tests (hardware or software)

General Knowledge and Skills

Analytical problem-solving skills
Communication skills (written, oral, listening, presentation)
Advanced knowledge and skills:

- Operating Systems (e.g. MS. Mac, Linux)
- Office Suites
- Graphics Software
- Security Software

Interpersonal skills
Prior experience in a technical field
Knowledge of PC architecture
Ability to multi-task
Ability to use electronic resources to retrieve information
Time management skills
Prioritization skills

Tools, Equipment, Supplies and Materials

Printer
Scanner
Keyboard
Mouse
External storage device
KVM switch
UPS
Modem
Wireless adapters
A/V equipment
PDA
Graphics Tablet
Joystick
Fax Machine

Worker Behaviors

Patient
Understanding
Responsible
Team player
Responsive
Friendly
Flexible
Detail-oriented
Reliable
Honest
Ethical
Thoughtful
Tactful
Knowledgeable

Organized
Self confident
Empathetic

Future Trends and Concerns

Outsourcing
Hardware simplification
Downsizing
Self repairing software
Disposable hardware
Further integration of PC into daily life
Expansion of peripherals and applications
Rapidly changing industry
Current entry-level PC Technicians have inadequate hands-on experience (internships, coops, apprenticeships)

Acronyms

ADA	American Disability Act
UPS	Uninterrupted Power Supply
PDA	Personal Digital Assistant
CD-RW	CD Re-Writable
CPU	Central Processing Unit
PCI	Peripheral Component Interconnect
CMOS	Complementary Metal-Oxide Semiconductor
OS	Operating System
KVM	Keyboard Video Mouse