Hardware Skill

SKILL LEVEL		PCS	PC's - Tier1 (Compaq, IBM, HP etc)	Clone PCs	SERVERS	Clone Servers	Ext. Storage Devices	Tape Library	CD Library	PRINTERS	Laser Printers	Inkjet Printers	Dot Matrix Printers	COMMS HARDWARE & SOFTWARE	Routers	Switches / Hubs	Firewalls / VPNs	Voice - PABX	Voice Over IP	MISCELLANEOUS	Plotters	Point Of Sale - POS	EFTPOS	Bar-code Readers	UPS / Power Conditioners
No Knowledge																									
Some Knowledge																									
Intermediate																									
Advanced		*	*	*		*	*	*	*		*	*	*		*	*	*	*	*		*	*	*	*	*

Software Skill / **Services**

SKILL LEVEL		CABLING	Building Wiring Services	Computer cables, custom made	Fibre	Krone	Austel/ACA Certification	Security:	Anti-Virus Software	Firewall / AAA Radius	Software: Op systems	Citrix	Linux	Novell 5.x & 6.x	OS2	Unix	Win2000 Professional	Win2000 Server	Winframe	WinNT Server			Application Packages:	MS Exchange	MS Office Suite	Quick Books	MYOB	Smart Trade		Solution Services:	IT Education & Training Facilities	Maintenance/Support (s/w)	Programming services	Software engineer	Systems Integration
No Knowledge																																			
Some Knowledge																																			
Intermediate																																			
Advanced		*	*	*	*	*	*		*	*		*					*	*	*	*	*			*	*	*	*	*				*	*	*	*

Direct Service / Warranty Agents / **Certified Engineers**

Type		3COM	Acer	Canon	Compaq	Dell	Epson	HP	HP Procurve	IBM	Lexmark	Memorex Telex	NEC	OKI	Olivetti	Sharp	Sony	Tektronix	Toshiba	Other		Microsoft	Cisco	Netgear	Nortel	Netware	Tertiary IT & T	A+	Electrical Licence	Security Clearance	Blue Card
Warranty																															
Service									*																						
Accreditation Certification																						4	1				6	3			2
Repair & Maintenance	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*											