

Specification of Competency Standards for the Retail Banking

Unit of Competency

Technology Management > 5.3 Technology Infrastructure

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| Title | Monitor the operations of bank systems |
| Code | 107439L4 |
| Range | Monitor the operations of bank systems and provide different kinds of technological support. This applies to IT systems of different kinds |
| Level | 4 |
| Credit | 3 |
| Competency | <p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Understand the operations of bank systems Be able to: <ul style="list-style-type: none"> • Understand the objectives, functions and operations of different customer service systems used by the bank in order to handle different enquiries and solve problems in operations 2. Assist different parties in using the systems Be able to: <ul style="list-style-type: none"> • Handle enquiries from internal and external users regarding the use of various interfaces / systems by identifying root causes of their problems • Provide advice and consultancy to internal departments regarding the provision of technology service to customers by identifying the information required by the users accurately 3. Monitor and maintain system performance Be able to: <ul style="list-style-type: none"> • Monitor performance of the bank systems to ensure its efficiency and effectiveness • Identify potential risks in the operations and carry out remedial measures when necessary • Provide backup or alternative communication interfaces / system and repair communications interfaces / systems when incident arises |
| Assessment Criteria | <p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Provision of enquiry or consultancy services to different customers. Solutions provided should be based on accurate analysis of the root causes and can solve the problems successfully • Monitoring of operations of the bank systems; identifying potential risks and carry out appropriate actions to ensure smooth operations |
| Remark | |