

Specification of Competency Standards for the Retail Banking

Unit of Competency

Technology Management > 5.4 Design, Development and Implementation

Title	Carry out maintenance on technology systems
Code	107446L3
Range	Carry out maintenance on different technology systems. This applies to regular check up, and execution of simple repair and problem shooting on the systems
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Understand the operations of technology systems Be able to: <ul style="list-style-type: none"> • Understand the procedures in checking technology systems in order to carry out regular check up independently • Understand the operation manual and mechanics of the technology systems in order to conduct simple repair and problem shooting independently 2. Conduct checking on technology systems Be able to: <ul style="list-style-type: none"> • Conduct checking on the operations of the technology systems to identify whether users requirements have been fulfilled • Carry out programme version controls and audit trails 3. Conduct repair and maintenance of systems when necessary Be able to: <ul style="list-style-type: none"> • Conduct repair, modification and maintenance of the system according to the instructions in the operation manual • Report to relevant parties or service providers to perform debugging or repairing activities when encountering complex problems
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Conducting regular check up on technology systems to ensure fulfilment of users requirements according to stated plan or request of users • Provision of repair and maintenance services for keeping systems in good condition according to stated plan or request of users • Report cases to relevant parties for complex problems which cannot be handle by following the operation manual
Remark	