Specification of Competency Standards for the Retail Banking
Unit of Competency

Technology Management > 5.5 Operations, Support and Quality Delivery

Title	Offer help desk services
Code	107450L4
Range	Offer help desk services to different users. This applies to application of different types of technology systems throughout the bank
Level	4
Credit	3

Competency	Performance Requirements
	1. Understand help desk policies and procedures
	    Be able to:
	   • Understand helpdesk policies and procedures in order to implement help desk services by providing suitable assistance tailoring to different types of requests or enquiries
	   • Understand the help desk database to retrieve relevant archival data and speed up process in answering enquiries
	2. Provide help desk services to users in the bank
	    Be able to:
	   • Resolve problems and provide advice concerning use of hardware and software systems or infrastructure
	   • Resolve routine problems by answering enquiries of different users in the bank
	   • Act as a contact point to direct request to relevant parties (e.g. technology service provider, system analyst, programmer) if further action is required
	3. Exhibit professionalism in offering help desk services
	    Be able to:
	   • Take steps to ensure that all related staff members contribute their greatest effort in providing help desk services

Assessment Criteria	The integral outcome requirements of this UoC are: • Provision of suitable advice and solutions according to different types of problems encountered by the users
Remark	