

Specification of Competency Standards for the Retail Banking

Unit of Competency

Technology Management > 5.5 Operations, Support and Quality Delivery

Title	Provide field support in resolving problems related to the IT and financial technology systems
Code	107451L4
Range	Provision of field support services to help users to solve problems encountered when using the systems. This applies to technical problems related to different systems
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> Understand policies and plans in support services Be able to: <ul style="list-style-type: none"> Understand policies, process and implementation plan of different kinds of support services in order to identify root causes and suitable solution for different enquiries or incidents Understand contingency plans, risk management initiatives and relevant tools to ensure prompt and appropriate response and continuity of operations during serious breakdown of system Investigate problems and identify root causes Be able to: <ul style="list-style-type: none"> Investigate system problems by collecting data and evidence from different sources Use appropriate testing equipment or software to analyse the scope and effects of the problems Resolve system problems encountered by users Be able to: <ul style="list-style-type: none"> Recommend solutions and advise users on effect of different alternatives to deal with specific problems about system Formulate solutions for hardware and / or software problems and provide field support services to fix them Fix application within a reasonable length of time when system is down
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> Identification of root causes of the problems by collecting different evidences and following the procedures of the bank Provision of advice and solutions to resolve system problems. The solution should be based on accurate analysis of the root causes and in accord to the standard procedures
Remark	