

Specification of Competency Standards
for the Banking Industry
Unit of Competency

Functional Area - 6. Technology Management

(Key Function – 6.3 Applications Design, Development and Maintenance)

Title	Carry out maintenance on IT systems
Code	109384L4
Range	Carrying out maintenance on different technology systems. This applies to regular check-up, execution of simple repair and problem shooting on the systems.
Level	4
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge in the Subject Area</p> <p>Be able to:</p> <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. <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Conduct checking on the operations of the technology systems to identify whether user requirements have been fulfilled; • Carry out programme version controls and audit trails to ensure the IT systems are running smoothly. <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <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; • Reporting cases to relevant parties for complex problems which are not covered by the standard operations manual.
Remark	