

Specification of Competency Standards
for the Banking Industry
Unit of Competency

Functional Area - 6. Technology Management
(Key Function – 6.4 IT Operations and Support)

Title	Manage daily operations of IT systems
Code	109386L5
Range	Operation and administration of the IT systems according to a set of work instructions, procedures and service requests for the bank. This applies to the management of IT and financial technology systems' operations.
Level	5
Credit	4 (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 functions and features of different IT and financial technology systems and apply the knowledge to analyse the instructions, procedures and service requests for the operation and administration of them; • Be familiar with the service standards of different IT systems and apply the knowledge to evaluate the performance requirements set out in the service level agreement of the bank in order to review the operational requirements of the bank. <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Manage operating and administrative tasks according to the specified work instructions and procedures in order to ensure they can meet the service requests; • Provide storage and backup services as stated in the IT policies and resolve related enquiries; • Monitor and provide system statistics report on IT systems' availability and performance; • Report to management for problems or exceptions during operation by providing relevant information to facilitate their understanding. <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Manage the operating and administrative tasks of the IT systems in a most effective and efficient manner, meeting or exceeding the service level agreement, if any; • Report problems to relevant parties and coordinate recovery of service during incident to maximize system availability and reduce reputational and operational impact to the bank.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Provision of operational and administrative services on the bank's IT systems with pre-defined procedures and instructions to enable operations of the bank's IT systems under service level requirements; • Monitoring of service delivery to ensure fulfilment of requests on the bank's IT systems and to the satisfaction of the parties who make the requests; • Reporting of incidents to management or relevant parties by extracting and presenting relevant information to facilitate their understanding.
Remark	