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	Provide technology help desk services
Code	109393L4
Range	Provision of help desk services to different users. This applies to the applications of different types of technology systems throughout the bank.
Level	4
Credit	3 （For Reference Only）
Competency	Performance Requirements 1. Knowledge in the Subject Area Be able to: • Understand help desk policies and procedures in order to implement help desk services to provide suitable assistance tailoring to different types of requests or enquiries; • Understand the help desk database to retrieve archival data and speed up process in answering the enquiries; • Understand scope of services provided to users and be able to align to published service levels agreed with business. 2. Applications Be able to: • Report on help desk services performance and future improvement initiatives to continually improve services; • 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. Professional Behaviour and Attitude Be able to: • Take steps to ensure that all related staff members contribute their greatest effort in providing help desk services; • Provide help desk services proactively and follow up with affected parties including users, co-workers, business partners and clients.
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	