

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 field support in resolving problems related to the IT and financial technology systems
Code	109394L4
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 (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 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; • Understand systems and applications in use by the bank and how they should be used; • Understand appropriate troubleshooting and problem solving methods. <p>2. Applications</p> <p>Be able to:</p> <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; • Formulate solutions for hardware and / or software problems and provide field support services to fix them. <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Recommend solutions and advise users on effect of different alternatives to deal with specific problems about the IT systems of the bank; • 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 coping with the standard procedures.
Remark	