

Technology and Operations > IT Operations and Support

Title	Manage daily operations of IT systems
Code	106769L5
Range	Operate and administer the IT systems according to a set of work instructions, procedures and service requests for the bank or for a client
Level	5
Credit	4 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Analyze operation and administration work instructions, procedures and service requests for IT systems <p>Be able to:</p> <ul style="list-style-type: none"> • Analyze the instructions, procedures and service requests for the operation and administration of the specified IT systems • Evaluate the performance requirements set out in the service level agreement of the bank in order to understand the operational requirements of the bank 2. Fulfill service requests <p>Be able to:</p> <ul style="list-style-type: none"> • Manage operating and administrative tasks according to the specified work instructions and procedures • Manage operation of IT systems to ensure they can meet the service requests • 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 3. Monitor the operating and administrative tasks on IT systems <p>Be able to:</p> <ul style="list-style-type: none"> • Manage the operating and administrative tasks in the most effective and efficient manner, meeting or exceeding the service level agreement, if any • Provide storage and backup services as stated in the IT policy and resolve related enquiries • Fulfill the service requests in the most effective and efficient manner • Report problems to relevant parties and exceptions without delay • 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 fulfillment 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	