Title	Provide technical support and troubleshooting (e.g. help desk, incident management, problem management, field support)
Code	106773L4
Range	Offer technical support and troubleshooting services to different users. 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	4 (for reference only)

Competency	Performance Requirements
	1. Understand technical support policies and procedures
	    Be able to:
	• Understand technical support policies and procedures in order to implement technical support services by providing suitable assistance tailoring to different types of requests or enquiries
	• Understand the technical support database to retrieve relevant archival data and speed up process in addressing enquiries or issues
	2. Provide technical support and troubleshooting services to users in the bank
	    Be able to:
	• 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
	3. Investigate and resolve incidents when using IT systems
	    Be able to:
	• Investigate incidents encountered by collecting data and evidence from different sources, and identify the root causes
	• Formulate solutions for the incidents, recommend solutions and advise users on effect of different alternatives to deal with specific problems
	• Resolve technical issue within the agreed service level

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. • Provision of advice and solutions to resolve system problems. The solution should be based on accurate analysis of the root causes and in accord to the standard procedures.
Remark	