

Specification of Competency Standards for ICT Operation and Support

Unit of Competency

Functional Area: Core Skills

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| Title | Provide support to users |
| Code | 107867L2 |
| Range | This unit of competency applies to IT support personnel who are responsible for providing technical support to users. This UoC illustrates the most common competences to provide support to users for application in their daily duties at their work place. |
| Level | 2 |
| Credit | 3 |
| Competency | <p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge to provide support to users <ul style="list-style-type: none"> • Possess good communication, listening and interpersonal skills • Possess skills required to perform troubleshooting, provide instructions systematically and remote problem solving • Possess good knowledge of the products which are being supported • Possess basic knowledge of organisation's internal support record system and support/problem knowledge base systems 2. Provide support to users <ul style="list-style-type: none"> • Understand Service Level Agreement (SLA) set by the organisation or department • Identify the support and type of issues that users are experiencing by applying different skills, including but not limited to the following: <ul style="list-style-type: none"> • Calm users and stay calm: Many users seek help only as a last resort which mean they are frustrated and often annoyed. Always helps to calm users so that information can be gathered • Patience: users have wide range abilities. Hence, some users will require extra efforts to support • Attentive: it is important to pay attention to individual user interactions (watching the language/terms that they use to describe their problems), as sometimes cannot describe the issues with verbal words • Stay confident: to provide the impression that the problem is not serious and transfer the confidence to the user • Time management: knowing how long to spend on the issue or troubleshooting before escalate for assistance • Dynamic and resourceful: not every user's issues are the same. Need to be resourceful for troubleshooting and finding solutions • Prepare the supporting plan to troubleshoot and provide solutions to the reported issue which may be either on premise or remotely • Perform before and after event procedure, including but not limited to the following: <ul style="list-style-type: none"> • Complete all the required documents in accordance with the organisation's procedures, such as problem reports, etc. • Liaising with vendors for product information, parts, etc. • Liaising with service providers on purchased service • Coordinating with onsite engineers 3. Exhibit professionalism <ul style="list-style-type: none"> • Possess customer service oriented attitude • Apply industry best practices for user support and being up-to-date with technology trends including but not limited to: cloud computing, Internet of Things (IoT), virtualisation technologies, and mobile technologies |

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| Assessment Criteria | The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Communicate with users to effectively and efficiently to obtain required information on issues encountered by the user• Provide help to users effectively• Perform before and after support procedures effectively |
| Remark | |