

Specification of Competency Standards for ICT Operation and Support

Unit of Competency

Functional Area: Messaging Support

Title	Resolve email problems
Code	107878L3
Range	This unit of competency applies to IT support personnel who are responsible for email client support. Many organisations and users are heavily dependent on using email for business and personal communication. In an organisation daily operation, users can experience many different issues, ranging from unfamiliar with functions of the email client to server connection problems. Because of the importance of email, support staff is expected to be able to resolve the problem quickly and immediately. This UoC will concentrate in the support of email client issues.
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <p>1. Knowledge for resolving email problems</p> <ul style="list-style-type: none">• Possess good communication and interpersonal skills• Possess good email client troubleshooting skills, including use of telnet• Possess basic training skills• Possess good knowledge of popular email clients• Possess good knowledge of installing and configuring email clients• Possess good knowledge of common email protocols, such as SMTP, POP, IMAP and MAPI

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Competency	<p>2. Resolve email problems</p> <ul style="list-style-type: none">• Politely and patiently to comprehend user report on email client issues and symptoms• Access the email client through remote or on premise access to troubleshoot the email client, including but not limited to the following:<ul style="list-style-type: none">• Internet connection• Email server configuration• Account configuration• System and email client application logs• Email box limits• The size limits of each email• Browser compatibility issue, for webmail• Identify area of possible issues and determine whether a solution exists from:<ul style="list-style-type: none">• The internal Trouble Ticket System (TTS)/Problem log• Internet searching• Email client's vendor• Colleagues• Proceed to rectify the issue, including but not limited to the following:<ul style="list-style-type: none">• Reconfigure setting to the email server• Reconfigure email account login details• Clear email box to make space• Adjust browser settings for web application email client• Uninstall and reinstall the email client• Provide alternative method of emailing, such as: change from installed email client to use web based email client and vice versa• Provide explanation on cause of issue and the rectification details to user. Also provide some instructions or tutoring on proper use of the email client• Complete internal documents including create/update TTS/Problem log entries in accordance with the organisation's procedure <p>3. Exhibit professionalism</p> <ul style="list-style-type: none">• Possess service attitude with desire to assist users with problems• Be security conscious and always advise users to change their account password after the completion of work• Follow organisation guidelines and procedures when dealing with users
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none">• Use various troubleshooting techniques to identify issues and be able to escalate or seek help from colleagues when needed help• Resolve the issues or provide alternative solution to the users so that the users can continue to communicate via email• Complete the documents and record the problem in accordance with the organisation standards and procedures
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