

Specification of Competency Standards for ICT Operation and Support

Unit of Competency

Functional Area: Security Support

Title	Administer system security
Code	107888L3
Range	This unit of competency applies to support personnel who administer the organisation's system security on client devices. The duties of support personnel includes installing various security applications, performing various system configuration and setting to protect the system from loss of information (user and organisation) and different network security risks. Client devices mainly refer to personal computers, notebooks and business tablets
Level	3
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Knowledge for administering system security <ul style="list-style-type: none"> • Possess good communication and interpersonal skills • Possess system troubleshooting skills • Possess good knowledge of system and network logs • Possess good knowledge of common operating systems • Possess broad knowledge on functions and features of network devices • Understand network security and system security risks • Possess knowledge of the organisation's security procedures and guidelines 2. Administer system security <ul style="list-style-type: none"> • Comprehend the organisation's system security requirements and system security plan, including but not limited to the following: <ul style="list-style-type: none"> • List of authorised personnel/users that can access the system • Level of access/tiered access, or what each user is allowed and not allowed to do on the system • Access control methods, or how users will access the system (user ID/password, digital card, biometrics) • System setting and application needed to strengthen the system and how weaknesses are handled • Which system required system backup and what type of backup procedure to apply • Network security settings and configurations • Install the required security application, such as: <ul style="list-style-type: none"> • Antivirus and spyware protection applications • Personal firewall • Malware protect application • Configure and set remote access and support function according to the organisation guideline and procedure • Configure network and firewal • according to the organisation's guideline • Create and setup user accounts in accordance with organisation security requirements • Review files security settings and modify access and read/write permissions to match user's role. • Regularly perform backups, system security checks, system updates • Monitor and record security checks • Document and record details of installed applications, configurations, settings, risks for system audit, maintenance and support purpose 3. Exhibit professionalism <ul style="list-style-type: none"> • Exhibit security attitude but balance the need of users with the organisation security need when administering system security

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Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: <ul style="list-style-type: none">• Comprehend the system security plan• Install the required security applications, correctly configure and perform appropriate setting that complied with the security plan• Perform scheduled system security checks, system update and document system changes in accordance with the organisation's guidelines and procedures
Remark	