

# Specification of Competency Standards for ICT Operation and Support

## Unit of Competency

### Functional Area: System and Hardware Support

Title	Provide support to mobile device users
Code	107904L3
Range	This unit of competency applies to IT support personnel who are responsible for mobile device support to users. As organisations are joining the Bring Your Own Device (BYOD) bandwagon, users will need supporting in the work environment; IT support staff will need to have the necessary skills to support and educate users using mobile devices to access the organisation resources. This UoC concerned on area of general support including but not limited to: setup brand new devices to access organisation resources, assist logon and use of Mobile Device Management (MDM) system, protection of corporate information in event of loss of mobile devices, remote support access and support, change configuration and settings, etc.
Level	3
Credit	6
Competency	<p>Performance Requirements</p> <p>1. Knowledge to perform remote support:</p> <ul style="list-style-type: none"><li>• Possess good communication, listening and interpersonal skills</li><li>• Possess remote support skills capable to perform troubleshooting, provide instructions systematically and remote problem solving</li><li>• Possess good knowledge of functions and features of the organisation's MDM system</li><li>• Possess good knowledge of mobile device supported applications</li><li>• Possess good knowledge of common mobile device platforms such as IOS, Android, Blackberry, Windows Phone, etc.</li><li>• Well conversed with the organisation's BYOD guidelines and procedures</li><li>• Possess good knowledge of virtual desktop technology and Virtual Desktop Infrastructure (VDI) for mobile device</li></ul>

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Competency	<p>2. Perform remote support</p> <ul style="list-style-type: none"> <li>• Listen attentively and patiently to understand the user's reported issues</li> <li>• Refer to the Trouble Ticket System (TTS)/problem reporting system to determine if similar issues and/or solutions exist</li> <li>• For brand new BYOD mobile devices, follow the organisation guidelines to perform some but not limited to the following tasks:             <ul style="list-style-type: none"> <li>• Ensure user understand, agree and accept the organisation policies, particularly when device is misplaced/lost</li> <li>• Install organisation MDM apps and organisation's standard apps</li> <li>• Install mobile support apps, such as: Teamviewer for mobile, Remoty, GotoAssist, etc.</li> <li>• Configure network access setting such as VPN</li> <li>• Backup device</li> <li>• Turn on remote wipe function of the device</li> <li>• Install anti-virus/malware/spyware app</li> <li>• Create new access accounts on MDM server and test connectivity and accessibility to ensure device is function as expected</li> </ul> </li> <li>• For troubleshooting or remote support, mobile support application or MDM apps should be used to remote access to the mobile device, to view and change setting, screen capture, direct communicating with user to provide instructions to resolve the issue</li> <li>• For misplaced/lost device, evaluate the risk of data loss and assist the user to use "find my phone/device/mobile" function or use MDM apps to trace, lock or wipe the device</li> <li>• Provide instructions and/or training to users on mobile devices usage and mobile security to protect organisation data</li> <li>• Create a new or update Trouble Ticket (TT)/problem report to record the activities transacted during the support session</li> </ul> <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> <li>• Possess customer service oriented attitude</li> <li>• Apply industry best practices for mobile support and being up-to-date with mobile technology trends</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> <li>• Set up the users' mobile devices to conform with the organisation's mobile device policies</li> <li>• Use appropriate tools to troubleshoot mobile devices, resolve users experience issues and assist or advice users with correct solutions to resolve issues for providing effective support to users and protect the organisation data in the event of user loss</li> <li>• Take correct actions to protect the organisation's data in the event where users have lost mobile devices</li> <li>• Provide sufficient instruction or training to users on use of mobile devices that conform with the organisation policy</li> </ul>
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