Specification of Competency Standards for ICT Operation and Support
Unit of Competency

Functional Area: System and Hardware Support

Title	Perform remote support
Code	107907L3
Range	This unit of competency applies to support personnel who are responsible for providing remote support. In a structure support team this would be a Level 2 support personnel where Level 2 is normally the first point of escalation, provides guidance and instructions to Level 1. Level2 is where the support personnel take ownership of incidents where subject matter expertise and experience is required for diagnosis. However, this UoC concerned only remote support competencies and does not distinguish the organization level.
Level	3
Credit	3

Competency	Performance Requirements
	1. Knowledge to perform remote support:
	    • Possess good communication and interpersonal skills
	    • Possess remote support skills capable of performing troubleshooting and providing systematic instructions for remote problem solving
	    • Possess good knowledge and operating remote support applications
	    • Understand committed Service Level Agreement (SLA) and standards
	    • Possess good knowledge of problem escalation procedures and guidelines
	    • Possess basic knowledge of the organisation computer hardware, Operating System (OS), applications and network equipment

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Competency	2. Performing remote support
	• Comprehend reported problem from Trouble Ticket system (TTS)/problem report system to understand symptoms and diagnostics from support desk colleague (level 1 support)
	• Search TTS/problem report system to determine if similar issues and/or solutions exist
	• Communicate with the customers/users to explain actions that will be performed to resolve the issue, such as:
	  • Need to collect more information related to the reported issue
	  • Need to remote access to user's system
	  • Will instruct the user to self-rectify the issue upon determination that the user is capable of self-rectification
	• If remote access/control is necessary, determine customer/user's comfort level to have remote access feature of the system turn on and installation of remote access software. To gain customer/user's support it is necessary to explain:
	  • How the remote access work compare with on-premise support
	  • There are no security risks
	  • Benefits of remote access/control
	• Perform troubleshoot and/or apply solution to correct the reported issue. If remote solution cannot fix the issue then offer to customer/user the on-premise support option
	• Confirm solution is acceptable with customer/user
	• Uninstall any application and/or reset configurations that were used for the remote support purpose and remind users to set off remote support functions on their system
	• Document all activities and record changed setting in the TTS/problem report. Where necessary, coordinate with other colleagues, such as requesting on-premise engineers to visit the customers/users
	3. Exhibit professionalism
	• Possess customer service oriented attitude
	• Always keep customer informed of actions and status of the rectification process
	• Follow industry best practices to use best remote support application to provide remote support

Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: • Comprehend the reported problem from the internal TTS/problem report system and able to update the appropriate record in accordance with the organisation's procedures after the completion of the remote support session • Persuade customers/users to allow remote access/control to their system for troubleshooting and/or correcting of issues • Perform the remote support to the satisfaction of customers/users
Remark	