

Functional Area: Network Infrastructure & Operation (Operation / Support & Maintenance)

1. Title	Liaise with customer service on network problem matters	
2. Code	ITCSNO427A	
3. Range	The NOC (Network Operation Centre), in addition to maintaining the operation of the network infrastructure, also provides support to the frontline colleagues of Customer Service (CS) and provides information about the network or technical support to end users. This UoC defines the competencies for liaising with customer services department.	
4. Level	4	
5. Credit	2	
6. Competency	<p>6.1 Possess the knowledge in the subject area</p> <p>6.2 Liaise with customer service on network problem matters</p> <p>6.3 Exhibit professionalism</p>	<p><u>Performance Requirement</u></p> <ul style="list-style-type: none"> • Possess extensive knowledge of the NOC operational service level commitments to internal departments • Possess extensive experience in principles of ethical work practices, roles and responsibilities of technical support • Excellent communicator and proficient with use of right communication skills during remote problem evaluation, analysis and problem solving • Possess a broad knowledge of customer service concepts • Possess knowledge of health and safety procedures, government regulations, compliances, etc. <p>Be able to:</p> <ul style="list-style-type: none"> • Coordinate activities with peers at CS. This may be providing network status information or assisting end users with problem resolution • Determine the CS needs, analyse problems and provide the appropriate consultation or expert advices by communicating the solution/information at correct level • If assistance in end user support is required, assess the need of end users by providing remote troubleshooting and formulate a solution/advice to assist the end users. If problem cannot be resolved then coordinate with appropriate departments to assist, such as site engineers, etc • Document the activity as call report in accordance with the organisation standards and policies. This report may be required to be updated across departments such as the CS's CRM system or customer call log systems, etc. <ul style="list-style-type: none"> • Follow the organisation's guideline on customer services handling policies • Always strike a proper balance among all stakeholders
7. Assessment Criteria	<p>The integrated outcome requirements of this UoCs are the abilities to:</p> <ol style="list-style-type: none"> i. coordinate and work with colleagues to assist in resolving network issues and/or coordination works ii. communicate at a level of the opposite party (technical or non technical people) to avoid misunderstanding iii. perform problem analysis and/or apply remote troubleshooting techniques to understand the issues and formulate solutions 	
Remark		