

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

1. Title	Provide hotline support on network problems	
2. Code	ITCSNO428A	
3. Range	This UoC defines the competencies for liaising with external customers in assistance with service support (problem identification or resolution). Hotline support is normally a duty of customer services, but in many telecom operators technical support staffs are assigned to Network Operation Centre.	
4. Level	4	
5. Credit	3	
6. Competency	<p style="text-align: center;"><u>Performance Requirement</u></p> <p>6.1 Possess the knowledge in the subject area</p> <ul style="list-style-type: none"> • Possess extensive knowledge of NOC operational service level commitments • Possess extensive experience in principles of ethical work practices, roles and responsibilities of technical support • Possess good communication skills • Possess extensive experience in troubleshooting and able to perform remote problem solving and providing systematic instructions to resolve problems • Knowledgeable of the organisation's "Customer Service" policies and escalation procedures • Experienced in the use of systems for recording and accessing information such as customer records systems, error reporting systems, error logging systems, etc. <p>6.2 Provide hotline support on network problems</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Perform preliminary profiling of the customer (customer can be internal or external) such as details related to the customer, the network products/services they are using, and pertaining network issues they are experiencing, etc • Determine and confirm the user support issues by using active listening and questioning techniques, where possible. Use a technical language level which can be understood by the customers • Determine where the network issues lie i.e. software, hardware, network connection, speed, etc, by using predefined troubleshooting questions • Formulate a solution for customer's network problem or stating the requirement of onsite visit • Inform the customer what solutions will be attempted and ask them to assist. Then guide the customer on a step by step basis to resolve the network issue or offer the customer next level of escalation such as coordinating site engineer to assist • Confirm resolution of network issues with the customer by asking the customer to perform appropriate tests • Document the activities as call log/report in accordance with the organisation standards and policies. Where necessary coordinate with other departments, such as requesting site engineers to visit customer sites, etc. 	

	<p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> • Exhibit the “Customer Service” mind set with desire to assist the other party • Be aware and follow the organisation’s standards and policies when dealing with customers
7. Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ol style="list-style-type: none"> i. communicate with customer effectively (right language level) ii. perform remote troubleshooting and analysis to provide acceptable solutions to customers iii. coordinate with other departments effectively to resolve a problem or provide a solution to the customer
Remark	