

Specification of Competency Standards of the Insurance Industry

**Unit of Competency**

**Functional Area: Operational Support & Services**

Title	Provide user support for insurance computerized systems
Code	105523L4
Range	This unit of competency is applicable to those who are responsible for providing day-to-day user support in general IT applications as well as dedicated insurance computerized systems. It involves communicating with users to understand the problems, determining the causes of the problems, providing remedies to the problems, identifying common problems faced by users and provide recommendations to minimize the recurrence of problems.
Level	4
Credit	3 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Possess knowledge in information technology management <ul style="list-style-type: none"> <li>• Possess solid knowledge in IT applications</li> <li>• Possess customer service skills</li> <li>• Understand insurance terminologies</li> </ul> </li> <li>2(a). Assist users to resolve their problems in using IT applications and dedicated insurance computerized systems <ul style="list-style-type: none"> <li>• Communicate with users to understand the problems they are facing</li> <li>• Determine causes of the problems</li> <li>• Provide remedies to resolve the problems</li> <li>• Report to superior should unexpected situation arise</li> <li>• Provide suggestions to users on how to avoid recurrence of problems</li> <li>• Follow up with users</li> </ul> </li> <li>2(b). Consolidate problems and issues faced by users <ul style="list-style-type: none"> <li>• Maintain service logs to record the problems</li> <li>• Report to superiors common problems and issues encountered by users</li> <li>• Provide suggestions on possible remedies to minimize the problems, e.g. demonstration, training, etc.</li> </ul> </li> <li>3. Provide day-to-day user support in a timely and professional manner <ul style="list-style-type: none"> <li>• Provide appropriate support to assist users in resolving their problems with IT applications and dedicated insurance computerized systems in a timely manner</li> <li>• Provide easy-to-understand recommendations to users on how to avoid recurrence of problems</li> <li>• Identify common problems and issues encountered by users and provide recommendations to minimize the recurrence of problems.</li> </ul> </li> </ol>
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> <li>• Able to provide appropriate support to assist users in resolving their problems with IT applications and dedicated insurance computerized systems in a timely manner</li> <li>• Able to provide easy-to-understand recommendations to users on how to avoid recurrence of problems</li> <li>• Able to identify common problems and issues encountered by users and provide recommendations to minimize the recurrence of problems.</li> </ul>
Remark	This unit of competency is also applicable to general insurers, life insurers and broker.