

**SKILLS FRAMEWORK FOR FINANCIAL SERVICES
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Data Analytics and Information Technology Management					
TSC	Information Technology Application Support and Monitoring					
TSC Description	Provide Information Technology (IT) application and security support by troubleshooting issues, identifying root causes, performing trend analysis and/or monitoring performance, to ensure issues are resolved.					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
			FSE-ICT-3011-1.1	FSE-ICT-4011-1.1	FSE-ICT-5011-1.1	
			Provide maintenance activities and troubleshooting issues for Information Technology (IT) applications to support end users	Manage Information Technology (IT) application issues using incident response plans, and identify trends to prevent future occurrences and ensure satisfactory customer service	Design Information Technology (IT) application strategies and business processes for IT application activities in alignment to the organisation's overall business vision	
Knowledge			<ul style="list-style-type: none"> IT application operations Security issues and the impact of incidents Plans for the mitigation of issues and incidents Excellent customer service standards 	<ul style="list-style-type: none"> IT application operations processes Issue resolution techniques Root cause and trend analysis methods Incident response planning approaches Customer service management best practices 	<ul style="list-style-type: none"> IT application strategies Business process review approaches Process improvement methodologies 	
Abilities			<ul style="list-style-type: none"> Perform IT related maintenance activities to ensure appropriate proactive and reactive measures are in place Identify common security-related issues in IT applications, information and data Identify the impact of incidents and corresponding solutions to control and/or mitigate security incidents Identify required information on IT application issues to be gathered from relevant sources and stakeholders, to gain an accurate understanding of issues 	<ul style="list-style-type: none"> Provide appropriate technical advice to resolve issues related to software, applications and/or IT services Implement incident response plans to efficiently resolve and escalate issues, depending on the nature and impact of incidents Perform root cause and trend analyses for IT application issues to prevent future occurrences and identify high volume and critical issues Analyse trends based on issues identified from historical reports 	<ul style="list-style-type: none"> Create and maintain clear baselines for relevant financial service IT application types, integration elements and data design, to serve as a basis for future assessments Develop and formulate overall IT application strategies in alignment to the organisation's overall IT and business vision Define business processes to measure the performance and effectiveness of relevant business functions 	

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			<ul style="list-style-type: none"> • Implement relevant controls to minimise the impact of these IT security incidents • Provide support to end users of IT applications 	<ul style="list-style-type: none"> • Engage end users with satisfactory customer service 		
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