

SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT

TSC Category	Operations and User Support					
TSC Title	Applications Support and Enhancement					
TSC Description	Provide ongoing technical support and improvements to users of applications. This includes technical guidance and assistance related to the installation and maintenance of applications, fixing and resolution of application problems or disruptions, and response to change requests that will enhance the operations and usage of an application					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	ICT-OUS-1001-1.1	ICT-OUS-2001-1.1	ICT-OUS-3001-1.1	ICT-OUS-4001-1.1		
	Perform routine installation and maintenance of applications, and collate performance statistics and user feedback on an application	Install, maintain and troubleshoot commonly-encountered problems in applications and respond to simple change requests	Analyse application performance statistics and user feedback, resolving bugs as required, and review application change requests	Establish internal protocols for application support, and evaluate viability of application enhancements and change requests in collaboration with developers		
Knowledge	<ul style="list-style-type: none"> Standard procedures in application installation Basic application maintenance processes Commonly-encountered application problems or bugs Types of application monitoring tools Usage of basic application monitoring tools Types of change requests 	<ul style="list-style-type: none"> Basic troubleshooting techniques Types of application performance statistics Interpretation of application logs Process of responding to change requests 	<ul style="list-style-type: none"> Advanced installation and maintenance procedures Critical components of application support guides Advanced troubleshooting techniques Performance analysis of applications Key factors or considerations in evaluating change requests 	<ul style="list-style-type: none"> Best practices in application support New and emerging techniques for effective troubleshooting Range of application management software Technical and practical constraints of applications Implications of technical changes on applications 		
Abilities	<ul style="list-style-type: none"> Follow standard procedures to install basic applications Carry out routine maintenance of applications, following defined steps Identify bugs or problems with the application, escalating where appropriate 	<ul style="list-style-type: none"> Provide technical assistance to users for the installation and maintenance of applications, in line with application support guidelines Carry out basic troubleshooting to address commonly-encountered problems with the application 	<ul style="list-style-type: none"> Conduct complex installation and maintenance procedures for selected applications Develop basic training guides and material on installation and maintenance steps Resolve a range of application bugs, problems or disruptions 	<ul style="list-style-type: none"> Establish end-to-end processes for application support Develop practices and protocols for application installation and maintenance Establish internal best practices and guidelines for troubleshooting and bug-fixing Determine appropriate application management 		

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	<ul style="list-style-type: none"> Collect relevant performance statistics for a given application Collate user feedback on the application Document change requests received 	<ul style="list-style-type: none"> Draw inferences from the collated performance statistics and logs of the application Identify patterns and themes from user feedback gathered Respond to simple change requests, in line with instructions and guidelines set Document changes made to an application 	<ul style="list-style-type: none"> Analyse application logs and performance statistics Identify underlying issues in a performance report Analyse user feedback and potential impact or changes to the application Review change requests to identify those which are valid and feasible Propose application changes and enhancements to developers 	<ul style="list-style-type: none"> software and tools to carry out application support activities Oversee application support and troubleshooting services rendered Review performance reports and user feedback, in light of technical and practical constraints Evaluate drivers, feasibility, viability and potential impact of change requests Direct response to change requests Collaborate with developers to drive application changes and enhancements 		
Range of Application						