

Profile title		SERVICE SUPPORT ROLE (17)	
Summary statement	Provides remote or onsite diagnosis or guidance to internal or external clients with technical issues.		
Mission	Provides user support and troubleshoots ICT problems and issues. The primary objective is to enable users to maximize their productivity through efficient and secure use of ICT equipment or software applications.		
Deliverables	Accountable	Responsible	Contributor
		<ul style="list-style-type: none"> <li>First Level Support</li> <li>Incidents Database</li> </ul>	<ul style="list-style-type: none"> <li>Solved Incident</li> <li>Escalation Process</li> <li>Second Level Support</li> </ul>
Main task/s	<ul style="list-style-type: none"> <li>Identify and diagnose issues and problems</li> <li>Categorize and record reported queries and provide solutions</li> <li>Support problem identification</li> <li>Advise users on appropriate course of action</li> <li>Monitor issues from start to resolution</li> <li>Escalate, if needed, unresolved problems to a higher level of support</li> <li>Provide essential online security advice and support</li> </ul>		

The table above is an extract from *European ICT professionals role profiles* Ref. No. CWA 16458-1:2018 E © 2018 CEN

The following pages map SFIA skills and competency levels to the role profile. There are 2 parts to the mapping:

• **The Level of responsibility.**

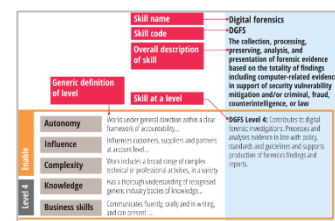
A common language is used to describe levels of responsibility across roles in all professional disciplines. The SFIA Framework consists of seven levels of responsibility; Level 1, the lowest, to Level 7, the highest. The levels describe the behaviours, values, knowledge and characteristics that an individual should have in order to be identified as competent at the level. Each of the levels is also labelled with a phrase to summarise the level of responsibility.

Level 7	Set strategy, inspire, mobilise
Level 6	Initiate, influence
Level 5	Ensure, advise
Level 4	Enable
Level 3	Apply
Level 2	Assist
Level 1	Follow

• **The Professional skills.**

SFIA 7 consists of 102 professional skills. Each skill description is made up of an overall definition of the skill and a description of the skill at each of up to seven levels.

The skill level descriptions provide a detailed definition of what it means to practice the skill at each level of competency. The skill level descriptions are aligned to the 7 levels of responsibility which ensures consistency throughout the SFIA framework making it solid and robust across professional disciplines.



## EU ICT Service Support role (17) (NB this could be a multi-level role)

### SFIA Generic Responsibility Levels for the Role

#### Autonomy - Level 3

- Works under general direction
- Uses discretion in identifying and responding to complex issues and assignments
- Receives specific direction, accepts guidance and has work reviewed at agreed milestones
- Determines when issues should be escalated to a higher level

#### Influence - Level 3

- Interacts with and influences colleagues
- Has working level contact with customers, suppliers and partners
- May supervise others or make decisions which impact the work assigned to individuals or phases of projects
- Understands and collaborates on the analysis of user/customer needs and represents this in their work

#### Complexity - Level 3

- Performs a range of work, sometimes complex and non-routine, in a variety of environments
- Applies methodical approach to issue definition and resolution

#### Knowledge - Level 3

- Has a sound generic, domain and specialist knowledge necessary to perform effectively in the organisation typically gained from recognised bodies of knowledge and organisational information
- Demonstrates effective application of knowledge
- Has an appreciation of the wider business context
- Takes action to develop own knowledge

#### Business Skills - Level 3

- Demonstrates effective communication skills
- Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation, standards and procedures
- Contributes fully to the work of teams
- Appreciates how own role relates to other roles and to the business of the employer or client
- Demonstrates an analytical and systematic approach to issue resolution
- Takes the initiative in identifying and negotiating appropriate personal development opportunities
- Understands how own role impacts security and demonstrates routine security practice and knowledge required for own work

**EU ICT Service Support role (17) (NB this could be a multi-level role)****SFIA Professional Skills for the Role**

Core - all people performing this job will need this skill. Optional - some people performing this job will need the skill.

**Core: Incident management @ Level 3**

- Following agreed procedures, identifies, registers and categorises incidents
- Gathers information to enable incident resolution and promptly allocates incidents as appropriate
- Maintains records and advises relevant persons of actions taken

**Core: Problem management @ Level 3**

- Investigates problems in systems, processes and services
- Assists with the implementation of agreed remedies and preventative measures

**Optional: Application support @ Level 3**

- Identifies and resolves issues with applications, following agreed procedures
- Uses application management software and tools to collect agreed performance statistics
- Carries out agreed applications maintenance tasks

**Optional: Security administration @ Level 3**

- Investigates minor security breaches in accordance with established procedures
- Assists users in defining their access rights and privileges
- Performs non-standard security administration tasks and resolves security administration issues

**Optional: Systems installation/decommissioning @ Level 3**

- Installs or removes hardware and/or software, using supplied installation instructions and tools including, where appropriate, handover to the client
- Conducts tests, corrects malfunctions, and documents results in accordance with agreed procedures
- Reports details of all hardware/software items that have been installed and removed so that configuration management records can be updated
- Provides assistance to users in a professional manner following agreed procedures for further help or escalation
- Reviews change requests
- Maintains accurate records of user requests, contact details and outcomes
- Contributes to the development of installation procedures and standards

**Optional: Network support @ Level 3**

- Identifies and resolves network problems following agreed procedures
- Uses network management software and tools to collect agreed performance statistics
- Carries out agreed network maintenance tasks