Job Category – Service Management and Operation
Competency Level – Practitioner

General Job Descriptions:
1. Use appropriate tools to monitor overall systems and network performance, utilization, availability, capacity, security and healthiness so that pro-active actions can be taken to prevent or resolve problems.
2. Maintain log-books or operating records per shift. Conduct shift handover to ensure un-completed changes and incidents are followed-up by the incoming shift.
3. Work in team and follow the procedures based on quality and established standard, to achieve
    effectiveness and efficiency in the delivery and support of service.
4. Provide prompt support to user on day to day operation problems on PCs, printers, office standard software, etc.
5. Take corrective action per documented procedures to handle incident, and escalate to supervisor if the incident is not fixed within predefined time frame.
6. Communicate with support personnel and users on potential service outage, to carry out preventive maintenance, hardware installation, software implementation, etc.
7. Handle calls at service desk and communications with users.

Suggested Title:
Systems Operation Officer

Relevant titles in the industry :
•   Help Desk Representative
•   Customer Service Representative
•   Computer Operator
•   System Operator
•   User Support
•   Desktop Support Specialist
•   Service Technician
•   Field Technician
•   Network Operator
•   Technical Support Engineer (Desk-side / Help Desk)
•   LAN/WAN Administrator
•   System Administrator