

## Associate applications support engineer

### Proficiency level

- X New Gen AI skills
- X Transferrable skills at the same proficiency level
- X New skills
- X Transferrable skills at a higher proficiency level<sup>1</sup>

|                               |  |  |   |                   |                               |
|-------------------------------|--|--|---|-------------------|-------------------------------|
| <b>Skills Framework track</b> | Operations and support   | <b>Job function</b>                    | Engineering and tech.   | <b>Job family</b> | Applications support engineer |
| <b>Sub-sectors</b>            | Retail banking, corporate banking, investment banking, asset management, insurance | <b>Expected augmentation by Gen AI</b> | <b>Do more:</b> Gen AI can enhance the development of software transition and operational documentation by automating the generation of detailed and accurate documentation from code and operational data. Additionally, Gen AI tools can also assist in diagnosing and troubleshooting software issues in real-time by leveraging advanced algorithms to identify root causes and suggest solutions, improving response times and reducing downtime |                   |                               |

### Key tasks that can benefit from Gen AI

| Critical work functions                  | Key tasks   |
|--|---|
| Oversee software transition              | Assist in the development of software transition and operational documentation                  |
|  | Assist in the preparation of training materials related to software support                     |
|  | Assist in the development of training material for operational support personnel                |
| Oversee SLAs and service improvements    | Suggest improvements for procedures and controls to enhance performance and client satisfaction |
|  | Maintain log of service-level performance metrics   |
|  | Identify recurring incidents and potential issues for senior management                         |
|  | Assist in developing service-level objectives and targets                                       |
| Maintain software and platform solutions | Document technical architecture, code changes, issue resolutions, and procedures                |
|  | Monitor performance and analyze usage reports   |
| Manage software maintenance              | Implement corrective, adaptive, and perfective changes to software                              |
|  | Assist in monitoring and analyzing software maintenance activities                              |
| Provide software support                 | Collect and analyze operational data  |
|  | Diagnose and respond to software defects, anomalies, and operational incidents and events       |

### New Gen AI skills

|                                    |   |   |   |  |   |
|------------------------------------|---|---|---|--|---|
| Prompt design                      | 3 | Gen AI model evaluation                       | 2 | Responsible AI and Gen AI practices                    | 2 |
| Gen AI principles and applications | 3 | Gen AI application development and deployment | 2 | Gen AI models technical aspects of security and ethics | 2 |
| Gen AI model selection             | 2 | Gen AI model development and fine tuning      | 2 | Prompt engineering                                     | 2 |

1. Transferrable skills with an increase in one level of proficiency is considered easier to acquire than transferable skills with multiple levels of increase in proficiency, followed by net new additional skills. Depending on job redesign for the financial institution, the financial institution will have to pick select skills to reskill employees on, via a combination of on-the-job training and existing courses.

Source: SkillsFuture Skills Framework