

Associate applications support engineer

Proficiency level			
	New Gen AI skills		Transferable skills at the same proficiency level
	New skills		Transferable skills at a higher proficiency level ¹
Skills Framework track	Operations and support	Job function	Engineering and tech.
Sub-sectors	Retail banking, corporate banking, investment banking, asset management, insurance		
Expected augmentation by Gen AI	<p>Do more: 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</p>		

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. Transferable 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