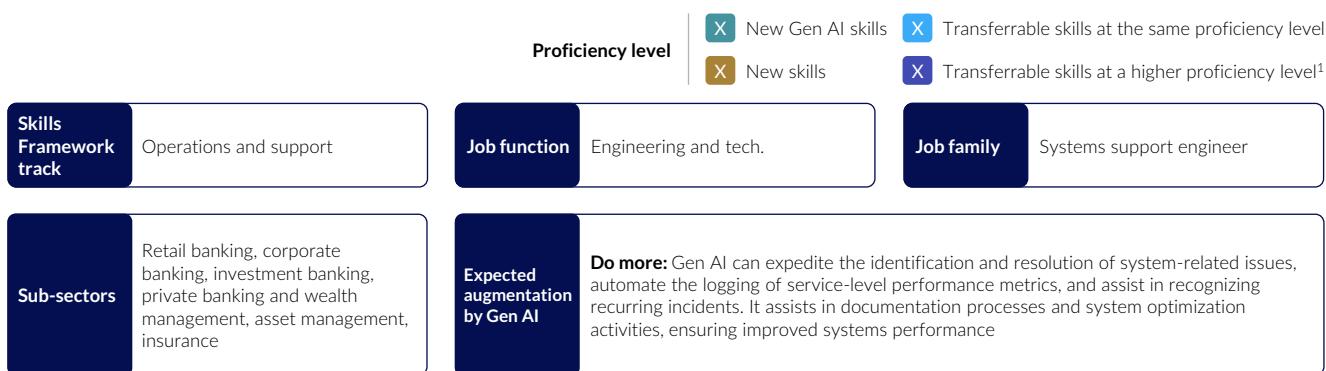


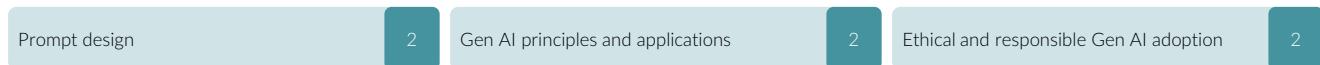
Associate systems support engineer



Key tasks that can benefit from Gen AI

Critical work functions	Key tasks
Oversee SLAs and service improvements	<ul style="list-style-type: none"> 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
Design and develop new systems	Maintain documentation on current systems setup and standard operating procedures
Optimize systems performance	<ul style="list-style-type: none"> Maintain documentation of all conducted system optimization activities Collate performance and data usage statistics for capacity planning and reporting Track key operational metrics, performance, utilization, throughput, and capacity Conduct technical research for software and hardware upgrades

New Gen AI skills



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