





Associate systems support engineer

Proficiency level

-  New Gen AI skills
-  Transferrable skills at the same proficiency level
-  New skills
-  Transferrable skills at a higher proficiency level¹

Skills Framework track	Operations and support	Job function	Engineering and tech.	Job family	Systems support engineer
Sub-sectors	Retail banking, corporate banking, investment banking, private banking and wealth management, asset management, insurance	Expected augmentation by Gen AI	Do more: Gen AI can expedite the identification and resolution of system-related issues, automate the logging of service-level performance metrics, and assist in recognizing recurring incidents. It assists in documentation processes and system optimization activities, ensuring improved systems performance		

Key tasks that can benefit from Gen AI

Critical work functions	Key tasks
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
Design and develop new systems	Maintain documentation on current systems setup and standard operating procedures
Optimize systems performance	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

Prompt design	2	Gen AI principles and applications	2	Ethical and responsible Gen AI adoption	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