Systems 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[1]

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 assist in the investigation and resolution of system issues and enhance risk assessments. Gen AI tools can also optimize the analysis of system performance, support in the creation of automated processes for service quality reporting, and provide advanced technical advice for system setup and configuration

Key tasks that can benefit from Gen AI

Critical work functions	Key tasks
Resolve system-related incidents	Investigate causes of systems issues and resolve issues to ensure uninterrupted operations
	Resolve escalated system-related issues to identify root causes and potential solutions
	Conduct risk assessments of systems
Oversee SLAs and service improvements	Manage the development of service-level objectives and targets
	Monitor service-level objectives to ensure that requirements are met or exceeded
	Develop client satisfaction metrics and service procedures
	Propose recommendations to improve performance and client satisfaction
Design and develop new systems	Provide technical advice on installation, setup, and configuration of systems
	Lead research initiatives for the development of advanced and automated approaches for system administration
	Analyze the use of new systems to identify enhancement needs
	Conduct user acceptance tests for the newly deployed systems
Optimize systems performance	Analyze system requirements and performance to optimize the use of network operating systems
	Develop automated processes to define, measure, and report on service quality, stability, and capacity

New Gen AI skills

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

DO MORE

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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