Skill Area and Skill Proficiency

(9) Customer Service

©2010 Ministry of Economy, Trade and Industry. INFORMATION-TECHNOLOGY PROMOTION AGENCY, JAPAN

Skill Area

Job Category: Customer Service

©2010 Ministry of Economy, Trade and Industry. INFORMATION-TECHNOLOGY PROMOTION AGENCY, JAPAN

Skill Area of Customer Service

	Specialty Field	Skill Item
Job Category common skill item	ALL Specialty Field	**●System Maintenance Management** Remote Maintenance, Social Engineering **●Technology** Latest Trends of IT Market, Latest Technology Trends, Internet Technologies, Computer Systems, Computer Science Fundamentals, System Development Environment, System Platform Technologies, Security and Privacy, Database Technologies, Understanding and Utilization of Network Technologies, Platform Technologies, Programming Languages, Markup Languages **●Project Management** Project Integration Management, Project Scope Management, Project Time Management, Project Cost Management, Project Quality Management, Project Human Resource Management, Project Communications Management, Project Risk Management, Project Procurement Management **●Leadership** Leadership **●Communication** 2-Way communication, Transmission of information, Organization and Analysis and Retrieval of Information **●Negotiation** Negotiation
Specialty Field specific skill item	Hardware	**●Hardware Technology** IT Architecture (Hardware), Hardware Basic Technology, Installation of Hardware Products, Maintenance of Hardware Products, Network Maintenance, Hardware-related International Standards and Relevant Regulations, Hardware Product Repair Technology
	Software	**●Software Technology** IT Architecture (Software), Installation of Software Products, Maintenance of Software Products, Application Service, System Software Products and their Runtime Environments, System Management Products, Security Technology Trends, Software-related International Standards and Relevant Standards, Understanding and Utilization of Network Technologies
	Facility Management	**●Facility Management** Latest Trends of Facility and Network Product Technology, Design, Facilities, Maintenance, and Operation of Physical Network (Communications Network), Practice of Safety Management for Construction of Physical Network (Communications Network) Facilities (Equipment), Design, Construction, Maintenance, and Operation of Data Center Facilities, Installation, Moving, Upgrade, and Migration of Computer System, Design, Construction, Maintenance, and Operation of Disaster and Crime Prevention Facilities, Environmental Measures, Facilities (Equipment)-related Accredited Qualification, Costs Accumulation, Knowledge of Safety Management, such as Crime and Disaster Prevention Measures in Data Center, Reliability, Availability, and Serviceability of Facilities, Basic Knowledge of Facilities Management related Regulations, and Standards, Problem Solving Methods for Facilities Management Technology, Fundamentals for Safety and Health Related Regulations, Basic knowledge of Architecture and Architectural Drawing (CAD), Ensuring Earthquake Proof Safety, Knowledge of Quality Control

<Note> Important skills and knowledge for IT professionals are marked with "X" in skill dictionary (corresponding table of ITEE) even if that skills and knowledge are not belonged to the specialty field in the job category as Customer Service.

©2010 Ministry of Economy, Trade and Industry. INFORMATION-TECHNOLOGY PROMOTION AGENCY, JAPAN

Skill Proficiency/Knowledge Items

Job Category: Customer Service

Specialty Fields: Hardware

©2010 Ministry of Economy, Trade and Industry. INFORMATION-TECHNOLOGY PROMOTION AGENCY, JAPAN

Specialty Field:
Hardware

Skill Proficiency/Knowledge Items of Customer Service

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Item] ●System Maintenance Management [Knowledge Items] -Remote Maintenance -Social Engineering	Level 7	
	Level 6	
	Level 5	Able to perform main system operation management such as problem management, recovery management, configuration management, change management, and remote maintenance, by carrying out formulation of operations management policy for complex system, and leading hardware service team, as a person responsible for hardware service main IT component areas, or wide service areas, and whole of specific industries and equivalent market segments.
	Level 4	Able to perform main system operation management, such as problem management, recovery management, configuration management, change management, and remote maintenance, by supporting formulation of operations management policy for user system, as a leader of hardware service team in main IT component area, or specific industry team.
	Level 3	Able to perform main system operation management, such as problem management, recovery management, configuration management, change management, remote maintenance, by supporting formulation of operations management policy for user system, as a member of hardware service team in main IT component area, or specific industry team.

©2010 Ministry of Economy, Trade and Industry. INFORMATION-TECHNOLOGY PROMOTION AGENCY, JAPAN

Specialty Field:
Hardware

Skill Proficiency/Knowledge Items of Customer Service

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Item] ●Technology [Knowledge Items] -Latest Trends of IT Market -Latest Technology Trends -Internet Technologies -Computer Systems -Computer Science Fundamentals -System Development Environment -System Platform Technologies -Security and Privacy -Database Technologies -Understanding and Utilization of Network Technologies -Platform Technologies -Programming Languages, Markup Languages	Level 7	
	Level 6	
	Level 5	Able to perform the whole phases of development, by practicing solving of highly complex technical problems, as a person responsible for hardware service in main IT component areas, or wide service areas, and whole of specific industries and equivalent market segments.
	Level 4	Able to perform the whole phases of development, by practicing solving of highly complex technical problems, as a leader of hardware service team in main IT component area, or specific service team.
	Level 3	Able to carry out design, development, and installation of an application system, by practicing technical problems solving in assigned area, as a member of hardware service team in main IT component area, or specific service team.

©2010 Ministry of Economy, Trade and Industry. INFORMATION-TECHNOLOGY PROMOTION AGENCY, JAPAN

Specialty Field:
Hardware

Skill Proficiency/Knowledge Items of Customer Service

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Item] ●Project Management [Knowledge Items] -Project Integration Management -Project Scope Management -Project Time Management -Project Cost Management -Project Quality Management -Project Human Resource Management -Project Communications Management -Project Risk Management -Project Procurement Management	Level 7	
	Level 6	
	Level 5	Able to carry out main project management such as project plan formulation, working definition, risk management, progress management and change management on installation and maintenance activity of complex system, as a person responsible for hardware service in main IT component areas, or wide service area, and whole of specific industries and equivalent market segments.
	Level 4	Able to carry out main project management such as project plan formulation, working definition, risk management, progress management and change management on installation and maintenance activity of system, as a leader of hardware service team in main IT component area, or specific service team.
	Level 3	Able to carry out either one of main project management such as project plan formulation, working definition, risk management, progress management and change management on installation and maintenance activity of system, as a member of hardware service team in main IT component area, or specific service team.

©2010 Ministry of Economy, Trade and Industry. INFORMATION-TECHNOLOGY PROMOTION AGENCY, JAPAN

Specialty Field:
Hardware

Skill Proficiency/Knowledge Items of Customer Service

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Item] ●Leadership [Knowledge Items] -Leadership	Level 7	
	Level 6	
	Level 5	Able to lead all hardware service activities, by leading policy of system operation management for user, product selection and installation plan formulation, and by issuing instructions and orders to hardware service team, as a person responsible for hardware service in main IT component area, or wide service area, and whole specific industries and equivalent market segments.
	Level 4	Able to lead hardware service activities in assigned area, by providing advice on policy of system operation management for user, product selection, and installation plan formulation, and by issuing instructions and orders to hardware service team, as a leader of hardware service team in main IT component area, or specific service team.
	Level 3	Able to provide advice to less-experienced members, and able to participate in hardware service activity, as a member of hardware service team in main IT component area, or specific service team.

©2010 Ministry of Economy, Trade and Industry. INFORMATION-TECHNOLOGY PROMOTION AGENCY, JAPAN

Specialty Field:
Hardware

Skill Proficiency/Knowledge Items of Customer Service

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Item] ●Communication [Knowledge Items] -2-Way Communication -Transmission of Information -Organization, Analysis, and Retrieval of Information	Level 7	
	Level 6	
	Level 5	Able to speak about the information technology and system operation management with the person in charge of customer side, as a person responsible for hardware service in main IT component area, or wide service area, and whole of specific industries and equivalent market segments. In addition, be able to carry out proper 2-way communication, distribution of information, and information processing with members of hardware service team.
	Level 4	Able to perform smooth hardware service activity by keeping communications on information technology, and system operation management with team members, as a leader of hardware service team in main IT component area, or specific service team.
	Level 3	Able to facilitate proper team communication, by understanding team status accurately, as a member of hardware service team in main IT component area, or specific service team.

©2010 Ministry of Economy, Trade and Industry. INFORMATION-TECHNOLOGY PROMOTION AGENCY, JAPAN

Specialty Field:
Hardware

Skill Proficiency/Knowledge Items of Customer Service

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Item] ●Negotiation [Knowledge Items] -Negotiation	Level 7	
	Level 6	
	Level 5	Able to set a goal of system operation management, and to make an agreement on technical problems on a logical basis with the person in charge of customer side, as a person responsible for hardware service in main IT component areas or wide service area, and whole of specific industries and equivalent market segments.
	Level 4	Able to set a goal of system operation management, and to make an agreement on technical problems with the hardware service team members, as a leader of hardware service team in main IT component areas or specific service team.
	Level 3	Able to obtain information and data required for the hardware service activities through negotiation, by understanding the team status accurately, as a member of hardware service team in main IT component areas, or specific service team.

©2010 Ministry of Economy, Trade and Industry. INFORMATION-TECHNOLOGY PROMOTION AGENCY, JAPAN

Specialty area:
Hardware

Skill Proficiency/Knowledge Items of Customer Service

Skill Item and Knowledge Items	Skill Proficiency	
[Specialty area specific skill item] ●Hardware Technology [Knowledge Items] -IT Architecture (Hardware) -Hardware Basic Technology -Installation of Hardware Products -Maintenance of Hardware Products -Network Maintenance -Hardware-related International Standards and Relevant Regulations -Hardware Product Repair Technology	Level 7	
	Level 6	
	Level 5	Able to lead technically installation and maintenance activity of complex systems, by having specialty on system operation management and hardware technology, as a person responsible for hardware service in main IT component areas, or wide service area, and whole specific industries and equal market segments.
	Level 4	Able to provide technical guidance on installation and maintenance activity of systems to team members, by having specialty on system operation management or hardware technology, as a leader of hardware service team in main IT component areas, or specific service team.
	Level 3	Able to carry out installation and maintenance activity of systems in assigned area, by having basic knowledge on system operation management, or hardware technology, as a member of hardware service team in main IT component areas or specific service team.

©2010 Ministry of Economy, Trade and Industry. INFORMATION-TECHNOLOGY PROMOTION AGENCY, JAPAN

Skill Proficiency/Knowledge Items

Job Category: Customer Service

Specialty Field: Software

©2010 Ministry of Economy, Trade and Industry. INFORMATION-TECHNOLOGY PROMOTION AGENCY, JAPAN

Specialty Field:
Software

Skill Proficiency/Knowledge Items of Customer Service

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Item] ●System Maintenance Management [Knowledge Items] -Remote Maintenance -Social Engineering	Level 7	
	Level 6	
	Level 5	Able to perform main system operation management such as problem management, recovery management, configuration management and change management and remote maintenance, by carrying out formulation of operations management policy for complex system, and by leading software service team, as a person responsible for software service in main IT component area, or wide service area, and whole of specific industries and equivalent market segments.
	Level 4	Able to carry out main system operation management such as problem management, recovery management, configuration management, change management and remote maintenance, by supporting formulation of operations management policy for user system, as a leader of software service team in main IT component area, or specific service team.
	Level 3	Able to carry out main system operation management such as problem management, recovery management, configuration management, change management and remote maintenance, by supporting formulation of operations management policy for user system, as a member of software service team in main IT component area, or specific service.

©2010 Ministry of Economy, Trade and Industry. INFORMATION-TECHNOLOGY PROMOTION AGENCY, JAPAN

Specialty Field:
Software

Skill Proficiency/Knowledge Items of Customer Service

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Item] ●Technology [Knowledge Items] -Latest Trends of IT Market -Latest Technology Trends -Internet Technologies -Computer Systems -Computer Science Fundamentals -System Development Environment -System Platform Technologies -Security and Privacy -Database Technologies -Understanding and Utilization of Network Technologies -Platform Technologies -Programming Languages, Markup Languages	Level 7	
	Level 6	
	Level 5	Able to perform the whole phases of development, by practicing solving of highly complex technical problems, as a person responsible for software service in main IT component areas, or wide service areas, and whole of specific industries and equivalent market segments.
	Level 4	Able to perform the whole phases of development, by practicing solving of highly complex technical problems, as a leader of software service team in main IT component area, or specific service team.
	Level 3	Able to carry out design, development and installation of an application system, by practicing technical problems solving in assigned area, as a member of software service team in main IT component area, or specific service.

©2010 Ministry of Economy, Trade and Industry. INFORMATION-TECHNOLOGY PROMOTION AGENCY, JAPAN

Specialty Field:
Software

Skill Proficiency/Knowledge Items of Customer Service

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Item] ●Project Management [Knowledge Items] -Project Integration Management -Project Scope Management -Project Time Management -Project Cost Management -Project Quality Management -Project Human Resource Management -Project Communications Management -Project Risk Management -Project Procurement Management	Level 7	
	Level 6	
	Level 5	Able to carry out main project management such as project plan formulation, working definition, risk management, progress management and change management on installation and maintenance activity of complex system, as a person responsible for software service in main IT component areas, or wide service area, and whole of specific industries and equivalent market segments.
	Level 4	Able to carry out main project management such as project plan formulation, working definition, risk management, progress management and change management on installation and maintenance activity of complex system, as a leader of software service team in main IT component area, or specific service team.
	Level 3	Able to carry out either one of main project management such as construction profit management, site management, contract management and plan formulation of project, definition of work, risk management, progress management, change management on installation and maintenance activity of system, as a member of software service team in main IT component area, or specific service.

©2010 Ministry of Economy, Trade and Industry. INFORMATION-TECHNOLOGY PROMOTION AGENCY, JAPAN

Specialty Field:
Software

Skill Proficiency/Knowledge Items of Customer Service

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Item] ●Leadership [Knowledge Items] -Leadership	Level 7	
	Level 6	
	Level 5	Able to lead all software service activities, by leading policy of system operation management for user, product selection and installation plan formulation, and by issuing instructions and orders to software service team, as a person responsible for software service in main IT component area, or wide service area, and whole of specific industries and equivalent market segments.
	Level 4	Able to lead software service activities in assigned area, by issuing instructions and orders to software system team, and giving advise on plan formulation of installation, product selection, policy of system operation management for user, as a leader of software service team in main IT component area, or specific service team.
	Level 3	Able to give advice to less-experienced members, and able to participate in software service activity, as a member of software service team in main IT component area, or specific service.

©2010 Ministry of Economy, Trade and Industry. INFORMATION-TECHNOLOGY PROMOTION AGENCY, JAPAN

Specialty Field:
Software

Skill Proficiency/Knowledge Items of Customer Service

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Item] ●Communication [Knowledge Items] -2-Way Communication -Transmission of Information -Organization, Analysis, and Retrieval of Information	Level 7	
	Level 6	
	Level 5	Able to speak about the information technology and system operation management with the person in charge of customer side, as a person responsible for software service in main IT component area, or wide service area, and whole of specific industries and equivalent market segments. In addition, be able to carry out proper 2-way communication, transmission of information, and information processing with members of software service team.
	Level 4	Able to perform smooth software service activity by keeping communications on information technology, and system operation management with team members, as a leader of software service team in main IT component area, or specific service team.
	Level 3	Able to facilitate proper team communication, by understanding team status accurately, as a member of software service team in main IT component area, or specific service.

©2010 Ministry of Economy, Trade and Industry. INFORMATION-TECHNOLOGY PROMOTION AGENCY, JAPAN

Specialty Field:
Software

Skill Proficiency/Knowledge Items of Customer Service

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Item] ●Negotiation [Knowledge Items] -Negotiation	Level 7	
	Level 6	
	Level 5	Able to carry out goal-setting on system operation management with the person in charge of customer side, and to make an agreement on technical problems on a logical basis, as a person responsible for software service in main IT component area, or wide service area, and whole specific industries and equivalent market segments.
	Level 4	Able to carry out goal-setting on system operation management with software service team members, and to make an agreement on technical problems, as a leader of software service team in main IT component area, or specific service.
	Level 3	Able to obtain information and data required for software service activities through negotiation, by understanding team status accurately, as a member of software service team in main IT component area, or specific service.

©2010 Ministry of Economy, Trade and Industry. INFORMATION-TECHNOLOGY PROMOTION AGENCY, JAPAN

Specialty Field:
Software

Skill Proficiency/Knowledge Items of Customer Service

Skill Item and Knowledge Items	Skill Proficiency	
[Specialty Field Specific Skill Item] ●Software Technology [Knowledge Items] -IT Architecture (Software) -Installation of Software Products -Maintenance of Software Products -Application Service -System Software Products and their Runtime Environments -System Management Products -Security Technology Trends -Software-related International Standards and Relevant Standards -Understanding and Utilization of Network Technologies	Level 7	
	Level 6	
	Level 5	Able to lead technically installation and maintenance activity of complex system by having specialty on system operation management and software technology, as a person responsible for software service in main IT component area, or wide service area, and whole specific industries and equivalent market segments.
	Level 4	Able to provide technical guidance for the team members, on installation, and maintenance activity of system by having specialty on system operation management and software technology, as a leader of software service team in main IT component area, or specific service.
	Level 3	Able to carry out installation and maintenance activity of system in assigned area, by having basic knowledge on system operation management and software technology, as a member of software service team in main IT component area, or specific service.

©2010 Ministry of Economy, Trade and Industry. INFORMATION-TECHNOLOGY PROMOTION AGENCY, JAPAN

Skill Proficiency/Knowledge Items

Job Category: Customer Service

Specialty Field: Facility Management

©2010 Ministry of Economy, Trade and Industry. INFORMATION-TECHNOLOGY PROMOTION AGENCY, JAPAN

Specialty Field:
Facility Management

Skill Proficiency/Knowledge Items of Customer Service

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill item] ●System Maintenance Management [Knowledge Items] -Remote Maintenance -Social Engineering	Level 7	
	Level 6	Able to perform main facility operations management such as problem management, recovery management, configuration management, change management and contingency planning of IT-related facility, by carrying out formulation of operations management policy for complex and sophisticated facility, and by leading facility management team, as a person responsible for facility management in large-scale facility.
	Level 5	Able to perform main facility operations management such as problem management, recovery management, configuration management, change management and contingency planning of IT-related facility, by carrying out formulation of operations management policy for complex facility, as a person responsible for facility management in medium-scale facility.
	Level 4	Able to perform main facility operations management such as problem management, recovery management, configuration management, change management and contingency planning of IT-related facility, by carrying out formulation of operations management policy for complex facility, as a leader of facility management team in small-scale facility.
	Level 3	Able to carry out either one of main facility operations management such as problem management, recovery management, configuration management, change management and contingency planning of IT-related facility, as a member of facility management team.

©2010 Ministry of Economy, Trade and Industry. INFORMATION-TECHNOLOGY PROMOTION AGENCY, JAPAN

Specialty Field:
Facility Management

Skill Proficiency/Knowledge Items of Customer Service

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Item] ●Technology [Knowledge Items] -Latest Trends of IT Market -Latest Technology Trends -Internet Technologies -Computer Systems -Computer Science Fundamentals -System Development Environment -System Platform Technologies -Security and Privacy -Database Technologies -Understanding and Utilization of Network Technologies -Platform Technologies -Programming Languages, Markup Languages	Level 7	
	Level 6	Able to lead the whole phases of development, by practicing solving of highly complex technical problems, as a person responsible for facility management in large-scale facility.
	Level 5	Able to perform the whole phases of development, by practicing solving of highly complex technical problems, as a person responsible for facility management in mid-scale facility.
	Level 4	Able to perform the whole phases of development, by practicing solving of highly complex technical problems, as a leader of facility management team in small-scale facility.
	Level 3	Able to carry out design, development, and installation work of an application system, by practicing technical problems solving in assigned area, as a member of facility management team.

©2010 Ministry of Economy, Trade and Industry. INFORMATION-TECHNOLOGY PROMOTION AGENCY, JAPAN

Specialty Field:
Facility Management

Skill Proficiency/Knowledge Items of Customer Service

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Item] ●Project Management [Knowledge Items] -Project Integration Management -Project Scope Management -Project Time Management -Project Cost Management -Project Quality Management -Project Human Resource Management -Project Communications Management -Project Risk Management -Project Procurement Management	Level 7	
	Level 6	Able to carry out main project management such as project plan formulation, working definition, risk management, progress management, change management and contract management, field management, and construction profit management, on design, construction, management, and maintenance activities of complicated and sophisticated facility, as a person responsible for facility management in large-scale facility.
	Level 5	Able to carry out main project management such as project plan formulation, working definition, risk management, progress management, change management and contract management, field management, and construction profit management, on design, construction, management, and maintenance activities of complex facility, as a person responsible for facility management in sub projects with mid-scale or larger scale facility.
	Level 4	Able to carry out main project management such as project plan formulation, working definition, risk management, progress management, change management and contract management, field management, and construction profit management, on design, construction, management, and maintenance activities of facility, as a leader of facility management team in subprojects with small-scale facility or larger scale facility.
	Level 3	Able to carry out either one of main project management such as project plan formulation, working definition, risk management, progress management, change management and contract management, field management, and construction profit management, on design, construction, management, and maintenance activities of facility in assigned area, as a member of facility management team.

©2010 Ministry of Economy, Trade and Industry. INFORMATION-TECHNOLOGY PROMOTION AGENCY, JAPAN

Specialty Field:
Facility Management

Skill Proficiency/Knowledge Items of Customer Service

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Item] ●Leadership [Knowledge Items] -Leadership	Level 7	
	Level 6	Able to lead all facility management activities, by leading policy of facility operations management for users, facility selection, and installation plan formulation, and by ensuring thorough business strategy, and activity policy to whole facility management team, as a person responsible for facility management in large-scale facility.
	Level 5	Able to lead facility management activities in assigned area, by leading policy of facility operations management for users, facility selection, and installation plan formulation, and by issuing instructions and orders to facility management team, as a person responsible for facility management in mid-scale facility.
	Level 4	Able to lead facility management activities in assigned area, by providing advice on policy of facility operations management for users, facility selection and installation plan formulation, and by issuing instructions and orders to facility management team, as a leader of facility management team in small-scale facility.
	Level 3	Able to participate in facility management activity, and to provide advice to less-experienced members, as a member of facility management team.

©2010 Ministry of Economy, Trade and Industry. INFORMATION-TECHNOLOGY PROMOTION AGENCY, JAPAN

Specialty Field:
Facility Management

Skill Proficiency/Knowledge Items of Customer Service

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Item] ●Communication [Knowledge Items] -2-Way Communication -Transmission of Information -Organization, Analysis, and Retrieval of Information	Level 7	
	Level 6	Able to speak about information technology and facility operations management with the person in charge of customer side, as a person responsible for facility management in large-scale facility. In addition, be able to carry out proper 2way communication, transmission of information, and information processing with members of facility management team.
	Level 5	Able to speak about information technology and facility operation management with the person in charge of customer side, as a person for responsible facility management in mid-scale facility. In addition be able to carry out proper 2Way communication, distribution of information, and process of information with other members of facility management team.
	Level 4	Able to perform smooth facility management activity by keeping communication on information technology, and facility operation management with team members, as a leader of facility management team in small-scale facility.
	Level 3	Able to facilitate proper team communication, by understanding team status accurately, as a member of facility management team.

©2010 Ministry of Economy, Trade and Industry. INFORMATION-TECHNOLOGY PROMOTION AGENCY, JAPAN

Specialty Field:
Facility Management

Skill Proficiency/Knowledge Items of Customer Service

Skill Item and Knowledge Items	Skill Proficiency	
[Job Category Common Skill Item] ●Negotiation [Knowledge Items] -Negotiation	Level 7	
	Level 6	Able to carry out goal-setting on facility operations management with the person in charge of customer side, and to make an agreement on technical problems on a logical basis, as a person responsible for facility management in large-scale facility. In addition, able to complete complex and difficult contract negotiations with partner company.
	Level 5	Able to carry out goal-setting on facility operations management with the person in charge of customer side, and to make an agreement on technical problems on a logical basis, as a person responsible for facility management in mid-scale facility. In addition, able to complete complex and difficult contract negotiations with partner company.
	Level 4	Able to carry out goal-setting on facility operations management with the facility management team members, and to make an agreement on technical problems on a logical basis, as a leader of facility management team in small-scale facility.
	Level 3	Able to obtain information and data required for facility management activities through negotiation, by understanding the project team status accurately, as a member of facility management team.

©2010 Ministry of Economy, Trade and Industry. INFORMATION-TECHNOLOGY PROMOTION AGENCY, JAPAN

Specialty Field:
Facility Management

Skill Proficiency/Knowledge Items of Customer Service

Skill Item and Knowledge Items

[Specialty Field Specific Skill Item]

●Facility Management

[Knowledge Items]

-Latest Trends of Facility and Network Product Technology
-Design, Facilities, Maintenance, and Operation of Physical Network (Communications Network)
-Practice of Safety Management for Construction of Physical Network (Communications Network) Facilities (Equipment)
-Design, Construction, Maintenance and Operation of Data Center Facilities
-Installation, Moving, Upgrade, and Migration of Computer System
-Design, Construction, Maintenance, and Operation of Disaster and Crime Prevention Facilities
-Environmental Measures
-Facilities (Equipment) related Accredited Qualification
-Costs Accumulation
-Knowledge of Safety Management, such as Crime and Disaster Prevention Measures in Data Center
-Reliability, Availability, and Serviceability of Facilities
-Basic Knowledge of Facilities Management related Regulations and Standards
-Problem Solving Methods for Facilities Management Technology
-Fundamentals for Safety and Health Related Regulations
-Basic Knowledge of Architecture and Architectural Drawing (CAD)
-Ensuring Earthquake Proof Safety
-Knowledge on Quality Control

Skill Proficiency

Level 7	
Level 6	Able to lead technically design, construction, management, and maintenance activities of complex and sophisticated facilities, by having outstanding specialty on facility operations management and facility management technology, as a person responsible for facility management in large-scale facility. In addition, able to carry out professional activities such as external community activities, treatise writing, and lectures with relevant accredited qualification.
Level 5	Able to provide technical guidance for team members about design, construction, management, and maintenance activities of complex facilities, by having specialty on facility operations management and facility management technology as a person responsible for facility management in mid-scale facility, In addition, able to carry out professional activities such as internal community activities, treatise writing, and lectures with relevant accredit qualifications.
Level 4	Able to carry out design, construction, management and maintenance activities of facilities, by having specialty on facility operations management and facility management technology, as a leader of facility management team in small-scale facility.
Level 3	Able to carry out design, construction, management and maintenance activities of facilities in assigned area, by having basic knowledge on facility operations management and facility management technology, as a member of facility management team.

©2010 Ministry of Economy, Trade and Industry. INFORMATION-TECHNOLOGY PROMOTION AGENCY, JAPAN