

Skill Area and Skill Proficiency

(9) Customer Service

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Skill Area

Job career: Customer Service

Skill Area of Customer Service

	Specialty Field	Skill Item
Career common skill item	All Specialty Field	<ul style="list-style-type: none"> ●System maintenance management Remote maintenance, Social engineering ●Technology Latest IT market trends, 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, Distribution of information, Organization and analytical and retrieval of information ●Negotiation Negotiation
	Hardware	<ul style="list-style-type: none"> ●Hardware technology IIT architecture (hardware), Hardware basic technology, Installation of hardware products, Maintenance of hardware products, Network maintenance, Global standards of hardware and relevant standards, Technologies for restoration of hardware products
	Software	<ul style="list-style-type: none"> ●Software technology IT architecture (software), Installation of software products, Maintenance of software products, Application service, System software products and their operation environments, System management products, Security technology trends, Global standards of software and relevant standards, Understanding and utilization of network technologies
Specialty Field specific skill item	Facility management	<ul style="list-style-type: none"> ●Facility management Latest facility and network product technology trends, Designing physical networks (communication networks), facilities, and maintenance and operation, Designing physical networks (communication networks), facilities, and maintenance and operation, Execution of designing data center facilities and operation and maintenance, Installation, moving, upgrade, and migration of computer system, Design, construction, maintenance, and operation of disaster and crime prevention facilities, Environmental protection, Facility (equipment) related certified qualification, Estimation of costs, Knowledge of safety management, such as crime and disaster prevention measures in the data center, Reliability, availability, and maintainability of facilities, Basic knowledge of relevant facilities management laws, regulations, and standards, Technique for solving technical problems in facility management, Health and Safety Related Regulations Fundamentals, Fundamental knowledge on architecture and fundamental knowledge on architectural drafting (CAD), Securement of earthquake protection and safety, Latest equipment and tools for training

Skill Proficiency/Knowledge Items

Job career: Customer Service

Specialty Field: Hardware

Specialty Field:

Hardware

Skill Proficiency/Knowledge Items of Customer Service

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●System maintenance management</p> <p>[Knowledge Items]</p> <p>-Remote maintenance</p> <p>-Social engineering</p>	Level 7	
	Level 6	
	Level 5	Able to carry out the formulation of system operation management policy for complex system, and the major system operation management such as problem management, recovery management, configuration management, change management, and remote maintenance etc., by leading hardware service team, as a responsible person of hardware service in charge of major IT component area, wide service area, or whole specific industry or equivalent market segment.
	Level 4	Able to carry out support for the formulation of system operation management policy, and the major system operation management such as problem management, recovery management, configuration management, change management, and remote maintenance etc., as a leader of hardware service team in charge of major IT component area or wide service area.
	Level 3	Able to carry out support for the formulation of system operation management policy, and the major system operation management such as problem management, recovery management, configuration management, change management, and remote maintenance etc., as a member of hardware service team in charge of major IT component area or wide service area.

Specialty Field:

Hardware

Skill Proficiency/Knowledge Items of Customer Service

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●Technology</p> <p>[Knowledge Items]</p> <ul style="list-style-type: none"> -Latest IT market trends -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 responsible person of hardware service in charge of major IT component area, wide service area, or whole specific industry or equivalent market segment.
	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 charge of major IT component area or wide service area.
	Level 3	Able to carry out design, development, installation of business application system, by practicing technical problems solving in the assigned area, as a member of hardware service team in charge of major IT component area or wide service area.

Specialty Field:

Hardware

Skill Proficiency/Knowledge Items of Customer Service

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●Project Management</p> <p>[Knowledge Items]</p> <p>-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</p>	Level 7	
	Level 6	
	Level 5	Able to carry out major project management such as formulation of project plan, definition of work, risk management, progress management, change management, etc., on installation and maintenance activity of complex system, as a responsible person of hardware service in charge of major IT component area, wide service area, or whole specific industry or equivalent market segment.
	Level 4	Able to carry out major project management such as formulation of project plan, definition of work, risk management, progress management, change management, etc., on installation and maintenance activity, as a leader of hardware service team in charge of major IT component area or wide service area.
	Level 3	Able to carry out either one of major project management on installation and maintenance activity, as a member of hardware service team in charge of major IT component area or wide service area.

Specialty Field:
Hardware

Skill Proficiency/Knowledge Items of Customer Service

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●Leadership</p> <p>[Knowledge Items]</p> <p>-Leadership</p>	Level 7	
	Level 6	
	Level 5	<p>Able to lead formulation of system operation management policy, product selection, and formation of installation plan, and to lead all hardware service activities by issuing instructions and orders to hardware service team, as a responsible person of hardware service in charge of major IT component area, wide service area, or whole specific industry or equivalent market segment.</p>
	Level 4	<p>Able to give advise on formulation of system operation management policy, product selection, and formation of installation plan, and able to lead hardware service activities in the assigned area by issuing instructions and orders to hardware service team, as a leader of hardware service team in charge of major IT component area or wide service area.</p>
	Level 3	<p>Able to participate in hardware service activity, and able to give advice to less-experienced members, as a member of hardware service team in charge of major IT component area or wide service area.</p>

Specialty Field:

Hardware

Skill Proficiency/Knowledge Items of Customer Service

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●Communication</p> <p>[Knowledge Items]</p> <p>-2-Way communication --Distribution of information -Organization, analytical, and retrieval of information</p>	Level 7	
	Level 6	
	Level 5	Able to speak about the information technology, and system operation management with the responsible person on customer side, as a responsible person of hardware service in charge of major IT component area, wide service area, or whole specific industry or equivalent market segment. In addition, be able to carry out proper 2-Way communication, distribution of information, and process of information with other members of hardware service team.
	Level 4	Able to perform hardware service activity smoothly by keeping good communication on information technology and system operation management with team members, as a leader of hardware service team in charge of major IT component area or wide service area.
	Level 3	Able to understand team status accurately and to facilitate proper team communication, as a member of hardware service team in charge of major IT component area or wide service area.

Specialty Field:

Hardware

Skill Proficiency/Knowledge Items of Customer Service

Skill Item and Knowledge Items	Skill Proficiency	
[Career common skill item] ●Negotiation [Knowledge Items] -Negotiation	Level 7	
	Level 6	
	Level 5	Able to set up a goal of system operation management with the responsible person on customer side, and to make an agreement on technical problems based on a logical basis, as a responsible person of hardware service in charge of major IT component area, wide service area, or whole specific industry or equivalent market segment.
	Level 4	Able to set up a goal of system operation management with the hardware service team members, and to make an agreement on technical problems, as a leader of hardware service team in charge of major IT component area or wide service area.
	Level 3	Able to understand the project team status accurately and to obtain required information and data for the hardware service activities through negotiation, as a leader of hardware service team in charge of major IT component area or wide service area.

Specialty Field:

Hardware

Skill Proficiency/Knowledge Items of Customer Service

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Specialty Field specific skill item]</p> <p>●Hardware technology</p> <p>[Knowledge Items]</p> <p>-IT architecture (hardware)</p> <p>-Basic hardware technology</p> <p>-Installation of hardware products</p> <p>-Maintenance of hardware products</p> <p>-Network maintenance</p> <p>-Global standards of hardware and relevant standards</p> <p>-Technologies for restoration of hardware products</p>	Level 7	
	Level 6	
	Level 5	Able to lead technically installation and maintenance activity of complex systems, by having specialty on hardware technology and system operation management, as a responsible person of hardware service in charge of main IT component area, or wide service area, and whole specific industries and equivalent market segments.
	Level 4	Able to carry out the technical guidance on installation and maintenance activity of systems to team members, by having specialty on hardware technology and system operation management, as a leader of hardware service team in main IT component area, or specific industry team.
	Level 3	Able to carry out installation and maintenance activity of systems in the assigned area, by having basic knowledge on hardware technology and system operation management, as a member of hardware service team in main IT component area, or specific industry team.

Skill Proficiency/Knowledge Items

Job career: Customer Service

Specialty Field: Software

Specialty Field:
Software

Skill Proficiency/Knowledge Items of Customer Service

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●System maintenance management</p> <p>[Knowledge Items]</p> <p>-Remote maintenance -Social engineering</p>	Level 7	
	Level 6	
	Level 5	<p>Able to carry out the formulation of system operation management policy for complex system, and the major system operation management such as problem management, recovery management, configuration management, change management, and remote maintenance etc., by leading software service team, as a responsible person of software service in charge of major IT component area, wide service area, or whole specific industry or equivalent market segment.</p>
	Level 4	<p>Able to carry out support for the formulation of system operation management policy, and the major system operation management such as problem management, recovery management, configuration management, change management, and remote maintenance etc., as a leader of software service team in charge of major IT component area or wide service area.</p>
	Level 3	<p>Able to carry out support for the formulation of system operation management policy, and the major system operation management such as problem management, recovery management, configuration management, change management, and remote maintenance etc., as a member of software service team in charge of major IT component area or wide service area.</p>

Specialty Field:
Software

Skill Proficiency/Knowledge Items of Customer Service

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●Technology</p> <p>[Knowledge Items]</p> <ul style="list-style-type: none"> -Latest IT market trends -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 responsible person of software service in charge of major IT component area, wide service area, or whole specific industry or equivalent market segment.
	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 charge of major IT component area or wide service area.
	Level 3	Able to carry out design, development, installation of business application system, by practicing technical problems solving in the assigned area, as a member of software service team in charge of major IT component area or wide service area.

Specialty Field:
Software

Skill Proficiency/Knowledge Items of Customer Service

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●Project Management</p> <p>[Knowledge Items]</p> <p>-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</p>	Level 7	
	Level 6	
	Level 5	Able to carry out major project management such as formulation of project plan, definition of work, risk management, progress management, change management, etc., on installation and maintenance activity of complex system, as a responsible person of software service in charge of major IT component area, wide service area, or whole specific industry or equivalent market segment.
	Level 4	Able to carry out major project management such as formulation of project plan, definition of work, risk management, progress management, change management, etc., on installation and maintenance activity, as a leader of software service team in charge of major IT component area or wide service area.
	Level 3	Able to carry out either one of major project management on installation and maintenance activity, as a member of software service team in charge of major IT component area or wide service area.

Specialty Field:
Software

Skill Proficiency/Knowledge Items of Customer Service

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●Leadership</p> <p>[Knowledge Items]</p> <p>-Leadership</p>	Level 7	
	Level 6	
	Level 5	<p>Able to lead formulation of system operation management policy, product selection, and formation of installation plan, and to lead all software service activities by issuing instructions and orders to software service team, as a responsible person of software service in charge of major IT component area, wide service area, or whole specific industry or equivalent market segment.</p>
	Level 4	<p>Able to give advise on formulation of system operation management policy, product selection, and formation of installation plan, and able to lead software service activities in the assigned area by issuing instructions and orders to software service team, as a leader of software service team in charge of major IT component area or wide service area.</p>
	Level 3	<p>Able to participate in software service activity, and able to give advice to less-experienced members, as a member of software service team in charge of major IT component area or wide service area.</p>

Specialty Field:

Software

Skill Proficiency/Knowledge Items of Customer Service

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●Communication</p> <p>[Knowledge Items]</p> <p>-2-Way communication --Distribution of information -Organization, analytical, and retrieval of information</p>	Level 7	
	Level 6	
	Level 5	Able to speak about the information technology, and system operation management with the responsible person on customer side, as a responsible person of software service in charge of major IT component area, wide service area, or whole specific industry or equivalent market segment. In addition, be able to carry out proper 2-Way communication, distribution of information, and process of information with other members of software service team.
	Level 4	Able to perform software service activity smoothly by keeping good communication on information technology and system operation management with team members, as a leader of software service team in charge of major IT component area or wide service area.
	Level 3	Able to understand team status accurately and to facilitate proper team communication, as a member of software service team in charge of major IT component area or wide service area.

Specialty Field:
Software

Skill Proficiency/Knowledge Items of Customer Service

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●Negotiation</p> <p>[Knowledge Items]</p> <p>-Negotiation</p>	Level 7	
	Level 6	
	Level 5	<p>Able to set up a goal of system operation management with the responsible person on customer side, and to make an agreement on technical problems based on a logical basis, as a responsible person of software service in charge of major IT component area, wide service area, or whole specific industry or equivalent market segment.</p>
	Level 4	<p>Able to set up a goal of system operation management with the hardware service team members, and to make an agreement on technical problems, as a leader of hardware service team in charge of major IT component area or wide service area.</p>
	Level 3	<p>Able to understand the project team status accurately and to obtain required information and data for the hardware service activities through negotiation, as a leader of hardware service team in charge of major IT component area or wide service area.</p>

Specialty Field:
Software

Skill Proficiency/Knowledge Items of Customer Service

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Specialty Field specific skill item]</p> <p>●Software technology</p> <p>[Knowledge Items]</p> <ul style="list-style-type: none"> -IT architecture (software) -Installation of software products -Maintenance of software products -Application service -System software products and their operation environments -System management products -Security technology trends -Global standards of software 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 systems, by having specialty on software technology and system operation management, as a responsible person of software service in charge of main IT component area, or wide service area, and whole specific industries and equivalent market segments.
	Level 4	Able to carry out the technical guidance on installation and maintenance activity of systems to team members, by having specialty on software technology and system operation management, as a leader of software service team in main IT component area, or specific industry team.
	Level 3	Able to carry out installation and maintenance activity of systems in the assigned area, by having basic knowledge on software technology and system operation management, as a member of software service team in main IT component area, or specific industry team.

Skill Proficiency/Knowledge Items

Job career: Customer Service

Specialty Field: Facility management

Specialty Field:

Facility management

Skill Proficiency/Knowledge Items of Customer Service

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●System maintenance management</p> <p>[Knowledge Items]</p> <p>-Remote maintenance</p> <p>-Social engineering</p>	Level 7	
	Level 6	Able to carry out formulation of policy of highly complex facility operation management, and major facility operation management such as problem management, recovery management, configuration management, and change management, and countermeasures against disaster etc., of IT related facility, by leading facility management team, as a responsible person of facility management in charge of the large-scale facility.
	Level 5	Able to carry out formulation of policy of complex facility operation management , and major facility operation management such as problem management, recovery management, configuration management, and change management, and countermeasures against disaster etc., of IT related facility, as a responsible person of facility management in charge of the mid-scale facility.
	Level 4	Able to carry out formulation of policy of complex facility operation management , and major facility operation management such as problem management, recovery management, configuration management, and change management, and countermeasures against disaster etc., of IT related facility, as a leader of facility management team in charge of the small-scale facility.
	Level 3	Able to carry out either one of major facility operation management such as problem management, recovery management, configuration management, and change management, and countermeasures against disaster etc., of IT related facility, as a member of facility management team.

Specialty Field: Facility management	Skill Proficiency/Knowledge Items of Customer Service	
Skill Item and Knowledge Items		Skill Proficiency
<p>[Career common skill item]</p> <p>●Technology</p> <p>[Knowledge Items]</p> <ul style="list-style-type: none"> -Latest IT market trends -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 responsible person of facility management in the large-scale facility.
	Level 5	Able to perform the whole phases of development, by practicing solving of highly complex technical problems, as a responsible person of facility management in the mid-scale facility.
	Level 4	Able to perform the whole phases of development, by practicing solving of highly complex technical problems, as a responsible person of facility management in the small-scale facility.
	Level 3	Able to carry out design, development, installation of business application system, by practicing technical problems solving in the assigned area, as a member of facility team.

Specialty Field: Facility management	Skill Proficiency/Knowledge Items of Customer Service	
Skill Item and Knowledge Items		Skill Proficiency
<p>[Career common skill item]</p> <p>●Project Management</p> <p>[Knowledge Items]</p> <p>-Project Integration Management</p> <p>-Project Scope Management</p> <p>-Project Time Management</p> <p>-Project Cost Management</p> <p>-Project Quality Management</p> <p>-Project Human Resource Management</p> <p>-Project Communications Management</p> <p>-Project Risk Management</p> <p>-Project Procurement Management</p>	Level 7	
	Level 6	Able to carry out major project management such as formulation of project plan, definition of work, risk management, progress management, change management, profit management, and site management, etc., on design, construction, management, and maintenance of highly complex facility, as a responsible person of facility management in the large-scale facility.
	Level 5	Able to carry out major project management such as formulation of project plan, definition of work, risk management, progress management, change management, profit management, and site management, etc., on design, construction, management, and maintenance of facility, as a responsible person of facility management in the mid-scale facility or equivalent or larger scale subproject.
	Level 4	Able to carry out major project management such as formulation of project plan, definition of work, risk management, progress management, change management, profit management, and site management, etc., on design, construction, management, and maintenance of facility, as a responsible person of facility management in the small-scale facility or equivalent or larger scale subproject.
	Level 3	Able to carry out either one of major project management such as formulation of project plan, definition of work, risk management, progress management, change management, profit management, and site management, etc., on design, construction, management, and maintenance of facility in the assigned area, as a member of facility team.

Specialty Field:
Facility management

Skill Proficiency/Knowledge Items of Customer Service

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●Leadership</p> <p>[Knowledge Items]</p> <p>-Leadership</p>	Level 7	
	Level 6	Able to lead formulation of system operation management policy, product selection, and formation of installation plan in user side, and to lead all facility management activities, by ensuring business strategy and activity policy to whole facility management team, as a responsible person of facility management in the large-scale facility.
	Level 5	Able to lead formulation of system operation management policy, product selection, and formation of installation plan in user side, and to lead facility management activities in the assigned area, by issuing instructions and orders to facility management team, as a responsible person of facility management in the mid-scale facility.
	Level 4	Able to lead formulation of system operation management policy, product selection, and formation of installation plan in user side, and to lead facility management activities in the assigned area, by issuing instructions and orders to facility management team, as a leader of facility management team in the small-scale facility.
	Level 3	Able to participate in facility management activity, and to give advice to less-experienced members, as a member of facility team.

Specialty Field:

Facility management

Skill Proficiency/Knowledge Items of Customer Service

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●Communication</p> <p>[Knowledge Items]</p> <p>-2-Way communication --Distribution of information -Organization, analytical, and retrieval of information</p>	Level 7	
	Level 6	Able to speak about the information technology and facility operation management with the responsible person on customer side, as a responsible person of facility management in the large-scale facility, In addition be able to carry out proper 2-Way communication, distribution of information, and process of information with facility management team members.
	Level 5	Able to speak about the information technology and facility operation management with the responsible person on customer side, as a responsible person of facility management in the mid-scale facility, In addition be able to carry out proper 2-Way communication, distribution of information, and process of information with facility management team members.
	Level 4	Able to perform smooth facility management activity by keeping good communication on information technology and facility operation management with team members, as a team leader of facility management team in the small-scale facility.
	Level 3	Able to understand team status accurately and to facilitate proper team communication, as a member of facility team.

Specialty Field:

Facility management

Skill Proficiency/Knowledge Items of Customer Service

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

Specialty Field:

Facility management

Skill Proficiency/Knowledge Items of Customer Service

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Specialty Field specific skill item]</p> <p>●Facility management</p> <p>[Knowledge Items]</p> <div> <ul style="list-style-type: none"> -Latest facility and network product technology trends -Designing physical networks (communication networks), facilities, and maintenance and operation -Practice of safety management of construction of physical network (communications network) facilities (equipment) -Execution of designing data center facilities and operation and maintenance -Installation, moving, upgrade, and migration of computer system -Design, construction, maintenance, and operation of disaster and crime prevention facilities -Environmental protection -Facility (equipment) related certified qualification -Estimation of costs -Knowledge of safety management, such as crime and disaster prevention measures in the data center -Reliability, availability, and maintainability of facilities <ul style="list-style-type: none"> -Basic knowledge of relevant facilities management laws, regulations, and standards -Techniques for solving technical problems in facility management -Health and Safety Related Regulations Fundamentals -Fundamental knowledge on architecture and fundamental knowledge on architectural drafting (CAD) -Securement of earthquake protection and safety -Knowledge on quality control </div>	Level 7	
	Level 6	Able to lead technically design, construction, management, and maintenance activity of highly complex facilities, by having outstanding specialty on facility management technology and facility operation management, as a responsible person of facility management in the large-scale facility. In addition, holds related certified qualifications and able to carry out the professional activities in external community activities, treatise or technical report writing and lectures.
	Level 5	Able to carry out technical guidance for team members about design, construction, management, and maintenance activity of complex facilities, by having specialty on facility operation management and facility management technology, as a responsible person of facility management in the mid-scale facility. In addition, holds related certified qualifications and able to carry out the professional activities in external community activities, treatise or technical report writing and lectures.
	Level 4	Able to carry out design, construction, management, and maintenance activity of facilities, by having specialty on facility operation management and facility management technology, as a responsible person of facility management in the small-scale facility.
	Level 3	Able to carry out design, construction, management, and maintenance activity of facilities in the assigned area, by having basic knowledge on facility operation management and facility management technology, as a member of facility team.

Skill Proficiency/Knowledge Items

Job career: Customer Service

Specialty Field: Common to Level 1, 2

Specialty Field:

Common to Customer Service

Skill Proficiency/Knowledge Items of Customer Service

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●System maintenance management</p> <p>[Knowledge Items]</p> <p>-Remote maintenance</p> <p>-Social engineering</p>	Level 2	Able to participate in series of operation management business application in the assigned area, by understanding main operation management details such as problem management, recovery management, composition management and change management, etc, as a member of customer service team follows project plan created by a higher-level specialist in the same job career category.
	Level 1	Able to participate in a part of operation management business application in the assigned area, by understanding a part of main operation management details such as problem management, recovery management, composition management and change management, etc, as a member of customer service team follows project plan created by a higher-level specialist in the same job career category.

Specialty Field:

Common to Customer Service

Skill Proficiency/Knowledge Items of Customer Service

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●Technology</p> <p>[Knowledge Items]</p> <ul style="list-style-type: none"> -Latest IT market trends -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 2	Able to practice technical problems solving by using known knowledge, and to explain about selection reason of latest technology trends and application technology in the assigned area, as a member of customer service team under guidance of a higher-level specialist in the same job career category.
	Level 1	Able to grasp the status of technical problem occurrence, and explain the reason for selecting applicable technology, and latest technology trend in the assigned area, as a member of customer service team under guidance of a higher-level specialist in the same job career category.

Specialty Field:

Common to Customer Service

Skill Proficiency/Knowledge Items of Customer Service

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●Project Management</p> <p>[Knowledge Items]</p> <ul style="list-style-type: none"> -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 2	Able to participate in series of customer service activities in the assigned area, by understanding the main project management details such as definition of work, risk management, progress management, change management, project reporting, etc, as a member of customer service team by following project plan created by a higher-level specialist in the same job career category.
	Level 1	Able to participate in a part of customer service activities in the assigned area, by understanding the main project management details such as work definition, risk management, progress management, change management, project reporting, etc. as a member of customer service team by following project plan created by a higher-level specialist in the same job career category.

Specialty Field:

Common to Customer Service

Skill Proficiency/Knowledge Items of Customer Service

Skill Item and Knowledge Items	Skill Proficiency	
[Career common skill item] ●Leadership [Knowledge Items] -Leadership	Level 2	Able to participate in series of customer service activities, in the assigned area, by demonstrating fundamental nature, such as teamwork, responsibility, and power of execution, etc, necessary to join the project as a team member, as a member of customer service team under guidance of a higher-level specialist in the same job career category.
	Level 1	Able to participate in a part of customer service activities, in the assigned area, by understanding fundamental nature, such as teamwork, responsibility, and power of execution, etc, necessary to join the project as a team member, as a member of customer service team under guidance of a higher-level specialist in the same job career category.

Specialty Field:

Common to Customer Service

Skill Proficiency/Knowledge Items of Customer Service

Skill Item and Knowledge Items	Skill Proficiency	
<p>[Career common skill item]</p> <p>●Communication</p> <p>[Knowledge Items]</p> <p>-2-Way communication --Distribution of information -Organization, analytical, and retrieval of information</p>	Level 2	Able to participate in a series of customer service activity by basic 2Way communication, information technology, distribution of information, and process of information necessary to exchange technical information on customer service activity with team members, and users, as a member of customer team.
	Level 1	Able to participate in a series of customer service activity by basic 2Way communication, information technology, distribution of information, and process of information necessary to exchange technical information on customer service activity with team members, and users, as a member of customer team.

Specialty Field:

Common to Customer Service

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Skill Item and Knowledge Items	Skill Proficiency	
[Career common skill item] ●Negotiation [Knowledge Items] -Negotiation	Level 2	Able to participate in a series of customer service activity in the assigned area, by demonstrating fundamental nature such as establishing trust relationship, setting up goals, logical thinking, etc, necessary to work on technical problems solutions, as a member of customer team.
	Level 1	Able to participate in one part of customer service activity in the assigned area, by demonstrating fundamental nature such as establishing trust relationship, setting up goals, logical thinking, etc, as a member of customer team.

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