|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY SKILLS MAP – SYSTEMS SUPPORT ENGINEER** | | | | |
| **Sector** | Infocomm Technology | | | |
| **Sub-sector** | Operations and Support | | | |
| **Track** | Systems Support | | | |
| **Occupation** | Systems Support Engineer | | | |
| **Job Role** | **Systems Support Engineer** | | | |
| **Job Role Description** | The Systems Support Engineer undertakes complex projects related to system provisioning, installations, configurations as well as monitoring and maintenance of systems. He/She applies highly developed specialist knowledge and skills in systems administration and works toward continuous optimisation of system performance. He implements system improvements and instructs other IT staff in the resolution of most complex issues. He is required to be on standby with on-call availability with varied shifts including nights, weekends and holidays to resolve systems related incidents.   He works in a team setting and is proficient in Infrastructure systems and Network related tools and techniques required by the organisation. He is also familiar with the relevant platforms on which the database is deployed on.   The Systems Support Engineer is able to quickly and effectively solve issues as they arise. He is able to methodically identify the cause of the issue, evaluate it and develop a solution in collaboration with the team. He is able to communicate effectively and displays high service level standards. | | | |
| **Critical Work Functions and Key Tasks** | **Critical Work Functions** | **Key Tasks** | | |
| **Oversee service level agreements 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** | Develop new systems in accordance with business analysis and systems requirements | | |
| Design security and integrity controls | | |
| Install, modify, implement and maintain systems | | |
| Define the system maintenance procedures | | |
| Analyse the use of new systems to identify enhancement needs | | |
| Conduct user acceptance tests for the newly deployed systems | | |
| Lead research initiatives for the development of advanced and automated approaches for system administration | | |
| Interpret internal or external business issues and recommends solutions and/or best practices | | |
| Provide technical advice on installation, setup, configuration of systems | | |
| **Optimise systems performance** | Explore opportunities to optimise the delivery of systems services with emphasis on availability, reliability, scalability, and security | | |
| Conduct system audits and upgrades | | |
| Develop automated processes to define, measure, and report on service quality, stability and capacity | | |
| Analyse system requirements and performance to optimise the use of network operating systems | | |
| Schedule installations and upgrades in accordance with organisational policies, procedures and protocols | | |
| **Resolve system-related incidents** | Conduct risk assessments of systems | | |
| Investigate cause of systems issues and resolve issues to ensure uninterrupted operations | | |
| Resolve escalated system-related issues to identify root cause and potential solutions | | |
| **Skills and Competencies** | **Technical Skills and Competencies** | | **Generic Skills and Competencies** | |
| Business Continuity | Level 4 | Communication | Intermediate |
| Business Needs Analysis | Level 3 | Interpersonal Skills | Intermediate |
| Configuration Tracking | Level 3 | Problem Solving | Basic |
| Cyber and Data Breach Incident Management | Level 3, Level 4 | Service Orientation | Basic |
| Infrastructure Support | Level 3 | Teamwork | Intermediate |
| IT Asset Management | Level 3 |  | |
| Learning and Development | Level 4 |
| Network Administration and Maintenance | Level 3 |
| People and Performance Management | Level 3 |
| Performance Management | Level 4 |
| Problem Management | Level 3 |
| Process Improvement and Optimisation | Level 4 |
| Procurement | Level 3 |
| Project Management | Level 4 |
| Security Administration | Level 4 |
| Security Programme Management | Level 3 |
| Service Level Management | Level 4 |
| Stakeholder Management | Level 4 |
| Strategy Implementation | Level 3 |
| System Integration | Level 4 |
| **Programme Listing** | For a list of Training Programmes available for the ICT sector, please visit: [www.skillsfuture.sg/skills-framework/ict](http://www.skillsfuture.sg/skills-framework/ict) | | | |
|  | | | | |
| The information contained in this document serves as a guide. | | | | |