

SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY SKILLS MAP – SYSTEMS SUPPORT ENGINEER		
Sector	Infocomm Technology	
Track	Operations and Support	
Sub-Track	Systems Support	
Occupation	Systems Support Engineer	
Job Role	Systems Support Engineer	
Job Role Description	<p>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.</p> <p>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.</p> <p>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.</p>	
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			

The information contained in this document serves as a guide.