## SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY
## SKILLS MAP – ASSOCIATE SYSTEMS SUPPORT ENGINEER

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| **Sector** | Infocomm Technology |
| **Sub-sector** | Operations and Support |
| **Track** | Systems Support |
| **Occupation** | Systems Support Engineer |
| **Job Role** | **Associate Systems Support Engineer** |
| **Job Role Description** | The Associate Systems Support Engineer performs routine systems administration related activities. He/She ensures systems operate in a manner that meets business needs and that system improvements are successfully implemented. He assists with implementing remedial actions in the event of system failures/breakdowns. He maximises service uptime, maintains system backups, manages service licensing and maintains security standards. He is required to be on standby with on-call availability with varied shifts including nights, weekends and holidays to resolve systems related incidents.<br><br>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.<br><br>The Associate 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** | **Key Tasks** |
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| **Critical Work Functions and Key Tasks** | **Oversee service level agreements and service improvements** | Assist in developing service-level objectives and targets |
| | | Maintain log of service level performance metrics |
| | | Suggest improvements for procedures and controls to enhance performance and client satisfaction |
| | | Identify recurring incidents and potential issues for senior management |
| | **Design and develop new systems** | Assist with the development of new systems in accordance with business needs and systems requirements |
| | | Implement systems security and integrity controls |
| | | Assist with new system testing and implementation procedures |
| | | Assist with piloting of new tools, technologies, and/or processes |
| | | Assist with user acceptance tests for the newly deployed systems |
| | | Perform system upgrades |
| | | Manage administration of user groups |
| | | Maintain documentation on current systems set-up and standard operating procedures |
| | | Implement plans to make systems available to users in a shared, secure and controlled manner for easy adoption |
| | **Optimise systems performance** | Carry out optimisation of system components, updates and upgrades |
| | | Conduct technical research for software and hardware upgrades |
| | | Maintain documentation of all conducted system optimisation activities |
| | | Track key operational metrics, performance, utilisation, throughput and capacity |
| | | Collate performance and data usage statistics for capacity planning and reporting |
| | **Resolve system-related incidents** | Identify and resolve system-related issues |
| | | Escalated unresolved system-related issues |

| | Technical Skills and Competencies | | Generic Skills and Competencies | |
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| **Skills and Competencies** | Business Needs Analysis | Level 2 | Communication | Basic |
| | Configuration Tracking | Level 1, Level 2 | Interpersonal Skills | Basic |
| | Cyber and Data Breach Incident Management | Level 2 | Problem Solving | Basic |
| | Infrastructure Support | Level 1, Level 2 | Service Orientation | Basic |
| | IT Asset Management | Level 2 | Teamwork | Basic |
| | Network Administration and Maintenance | Level 1, Level 2 | | |
| | Process Improvement and Optimisation | Level 3 | | |
| | Procurement | Level 2 | | |
| | Project Management | Level 3 | | |
| | Security Administration | Level 3 | | |
| | Service Level Management | Level 3 | | |
| | Stakeholder Management | Level 2, Level 3 | | |
| | System Integration | Level 3 | | |
| **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.