

SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY SKILLS MAP – ASSOCIATE APPLICATIONS SUPPORT ENGINEER		
Sector	Infocomm Technology	
Track	Operations and Support	
Sub-track	Applications Support	
Occupation	Applications Support Engineer	
Job Role	Associate Applications Support Engineer	
Job Role Description	<p>The Associate Applications Support Engineer is responsible for the providing support and ensuring the maintenance of specific software applications, which may be built in-house or third-party software. He/She should have a deep understanding of the application's functionality and backend. He is responsible for providing the support to the application development, transition, and testing teams, resolve and document any issues with the application.</p> <p>He works in a team setting and is proficient in applications development and monitoring tools and techniques required by the organisation. He is also familiar with the relevant software platforms on which the solutions are deployed.</p> <p>The Associate Applications Support Engineer applies critical thinking skills to identify and solve problems. He is passionate about analysing and resolving problems, and addressing technical challenges. He also possesses strong interpersonal skills.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Provide software support	Perform operational software configuration management
		Install and update Commercial Off-the-Shelf (COTS) and other software technologies to maintain currency
		Diagnose and respond to software defects, anomalies, and operational incidents and events
		Implement software retirement procedures
		Collect and analyse operational data
	Manage software maintenance	Assist in implementing software maintenance processes and plans
		Identify, obtain and maintain software baseline artefacts
		Implement corrective, adaptive and perfective changes to software
		Perform preventative maintenance and software re-engineering activities
		Assist in monitoring and analysing software maintenance activities
	Oversee software transition	Identify software constraints
		Assist in the development of software transition and operational documentation
		Assist in the development of training material for operational support personnel
		Assist in preparation of training materials relating to software support
		Assist in software diagnostics and real-time debugging/trouble shooting
	Maintain software and platform solutions	Conduct maintenance and update of existing software and platform according to plan
		Support monitoring of compliance to security measures
		Monitor performance and analyse usage reports
		Document technical architecture, code changes, issue resolutions and procedures
		Assist in developing service-level objectives and targets

	Oversee service level agreements and service improvements	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		
Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies	
	Applications Support and Enhancement	Level 1, Level 2	Communication	Basic
	Business Needs Analysis	Level 2	Interpersonal Skills	Basic
	Configuration Tracking	Level 1, Level 2	Problem Solving	Basic
	Customer Experience Management	Level 2	Service Orientation	Basic
	Cyber and Data Breach Incident Management	Level 2	Teamwork	Basic
	Process Improvement and Optimisation	Level 3		
	Procurement	Level 2		
	Service Level Management	Level 3		
	Software Configuration	Level 2		
	Software Testing	Level 2		
	Stakeholder Management	Level 2, Level 3		
	Test Planning	Level 2, 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.