SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY
SKILLS MAP – OPERATIONS CENTRE SUPPORT ENGINEER

Sector	Infocomm Technology
Track	Operations and Support
Sub-track	Data Centre and Operations Centre Support
Occupation	Operations Centre Support Engineer
Job Role	**Operations Centre Support Engineer**
Job Role Description	The Operations Centre Support Engineer works closely with the hardware and software teams in the organisation. He/She is responsible for implementing and installing new software and hardware components across the organisation. He has to ensure the systems are reliable, monitored, and support operations are conducted in a timely manner. He will also collaborate with stakeholders to serve, observe, own, and solve problems through innovation, reducing friction with production deployments, and increasing availability. He works in a team setting and is proficient in database systems, network and infrastructure, and monitoring tools and techniques required by the organisation. He is also familiar with the relevant software platforms on which the solutions are deployed. The Operations Centre Support Engineer applies critical thinking skills to resolve complex issues. He also applies creative skills in address technical challenges on the job.

Critical Work Functions and Key Tasks	**Critical Work Functions**	**Key Tasks**
	Implement new systems	Install software and hardware equipment for users
		Carry out user acceptance tests on installed and/or upgraded equipment
		Oversee integration, compatibility and continuing operations of systems to ensure minimal disruption
		Conduct feasibility studies for implementing new solutions
	Monitor systems performance	Oversee monitoring activities of all systems to ensure stable operations
		Conduct scheduled tests on systems and monitor performance
		Provide updates and resolutions in the event of downtime and/or malfunctions
	Resolve network-related incidents	Analyse and provide technical back-up and third line support when technical incidents arise
		Classify and categorise incidents for escalation
		Evaluate past incidents and prepare reports and documentation for senior stakeholders
		Provide support and recommendations to the affected teams post-incident
	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

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
	Data Centre Facilities Management	Level 3	Teamwork	Intermediate

	Infrastructure Support	Level 3	
	IT Asset Management	Level 3	
	Learning and Development	Level 4	
	People and Performance Management	Level 3	
	Performance Management	Level 4	
	Process Improvement and Optimisation	Level 4	
	Problem Management	Level 3	
	Project Management	Level 4	
	Procurement	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.