SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY
SKILLS MAP – ASSOCIATE INFRASTRUCTURE SUPPORT ENGINEER

Sector	Infocomm Technology
Track	Operations and Support
Sub-track	Infrastructure Support
Occupation	Infrastructure Support Engineer
Job Role	**Associate Infrastructure Support Engineer**
Job Role Description	The Associate Infrastructure Support Engineer performs routine infrastructure operations and maintenance activities. He/She assists with monitoring infrastructure performance. He checks for problems in existing systems and modifies work processes by following defined procedures, processes and quality standards. He is required to be on standby with on-call availability with varied shifts including nights, weekends and holidays. 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 software platforms on which the database is deployed. The Associate Infrastructure Support Engineer is able to solve issues quickly and effectively 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**
Critical Work Functions and Key Tasks	**Oversee infrastructure operations**	Perform routine checks on infrastructure operations activities in accordance with the IT Operations standards and procedures
		Assist with monitoring daily infrastructure traffic and performance
		Configure infrastructure and related computing environments such as computer hardware, systems software, applications software
		Maintain documentation of maintenance and optimisation procedures and tests
		Perform minor infrastructure repairs in accordance with design or installation specifications
	Maintain infrastructure performance	Assist with infrastructure testing, ongoing optimisation or changes, and scheduled upgrades and updates
		Coordinate the deployment of new and/or upgraded infrastructure
	Resolve infrastructure-related problems and issues	Act as the first point of contact for infrastructure-related incidents
		Assist with problem identification and resolution
		Escalate unresolved infrastructure-related incidents for resolution
		Documents incidents and track resolution in management systems
		Document solutions to common infrastructure-related incidents
	Oversee service level agreements and service improvements	Assist in developing service-level objectives and targets
		Maintain logs 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

	Technical Skills and Competencies		**Generic Skills and Competencies**	
Skills and Competencies	Business Needs Analysis	Level 2	Communication	Basic
	Cyber and Data Breach Incident Management	Level 2	Interpersonal Skills	Basic
	Infrastructure Deployment	Level 1, Level 2	Problem Solving	Basic

	Infrastructure Support	Level 1, Level 2	Service Orientation	Basic
	Network Administration and Maintenance	Level 1, Level 2	Teamwork	Basic
	Network Configuration	Level 2		
	Process Improvement and Optimisation	Level 3		
	Procurement	Level 2		
	Project Management	Level 3		
	Service Level Management	Level 3		
	Stakeholder Management	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.