

SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY SKILLS MAP – ASSOCIATE INFRASTRUCTURE ENGINEER				
Sector	Infocomm Technology			
Track	Infrastructure			
Sub-track	Build and Maintain			
Occupation	Infrastructure Engineer			
Job Role	Associate Infrastructure Engineer			
Job Role Description	<p>The Associate Infrastructure Engineer assists with infrastructure deployment and maintenance. He/She supports the configuration and integration of infrastructure, and acts as a liaison with third-party vendors. He assists with technical infrastructure performance analysis to identify problems and risks, makes improvement recommendations and supports implementation of preventive solutions. He troubleshoots infrastructure problems and incidents and takes appropriate corrective action where possible, in accordance to procedures, processes and quality standards.</p> <p>He possesses knowledge of and is willing to gain experience across multiple infrastructure platforms and systems.</p> <p>The Associate Infrastructure Engineer displays a natural curiosity for investigating issues and applying an analytical approach to solutions development and implementation. He has effective interpersonal skills to work well with internal and external stakeholders.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks		
	Oversee infrastructure deployment	Assist in the configuration of infrastructure such as computer hardware, systems software, and applications software		
		Assist with infrastructure testing and implementation		
		Research emerging cloud and infrastructure technologies		
		Assist with piloting of new tools, technologies, and/or processes		
		Coordinate with third-party vendors for integration of cloud technologies		
		Execute infrastructure operations activities and installation of infrastructure systems according to design specifications		
		Adhere to security requirements and report security issues with infrastructure		
	Optimise infrastructure performance and systems	Collate performance and data performance statistics for capacity planning and reporting of existing infrastructure		
		Monitor infrastructure traffic and performance in accordance with defined operational metrics		
		Assist in infrastructure capacity workload modelling and availability analysis		
		Maintain documentation of infrastructure operations activities, maintenance procedures and tests, and infrastructure optimisation		
	Resolve infrastructure-related incidents	Troubleshoot escalated server, storage and maintenance issues		
		Simulate user problems to resolve operating difficulties		
		Suggest improvements to infrastructure resolution methods and techniques		
		Monitor compliance to procedures and policies for infrastructure-related incidents		
	Manage infrastructure upgrades	Assist with the implementation of agreed infrastructure changes and maintenance routines		
		Document infrastructure change requests and maintenance routines		
		Coordinate planned maintenance and system back-up processes		
Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies	
	Business Environment Analysis	Level 2	Service Orientation	Basic

	Business Needs Analysis	Level 2	Problem Solving	Intermediate
	Cloud Computing	Level 3	Resource Management	Basic
	Cyber and Data Breach Incident Management	Level 3	Teamwork	Basic
	Data Analytics	Level 2	Sense Making	Basic
	Emerging Technology Synthesis	Level 3		
	Infrastructure Deployment	Level 1, Level 2		
	Infrastructure Design	Level 3		
	Infrastructure Support	Level 1, Level 2		
	IT Asset Management	Level 2		
	Network Administration and Maintenance	Level 1, Level 2		
	Network Configuration	Level 2		
	Network Security	Level 3		
	Problem Management	Level 3		
	Process Improvement and Optimisation	Level 3		
	Procurement	Level 2		
	Project Management	Level 3		
	Service Level Management	Level 3		
	Stakeholder Management	Level 2		
	Test Planning	Level 2		
	Vendor Management	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.