

SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY SKILLS MAP – ASSOCIATE OPERATIONS CENTRE SUPPORT ENGINEER				
<b>Sector</b>	Infocomm Technology			
<b>Track</b>	Operations and Support			
<b>Sub-track</b>	Data Centre and Operations Centre Support			
<b>Occupation</b>	Operations Centre Support Engineer			
<b>Job Role</b>	<b>Associate Operations Centre Support Engineer</b>			
<b>Job Role Description</b>	<p>The Associate Operations Centre Support Engineer is responsible for monitoring and identifying incidents in hardware and software components across the organisation. He/She analyses problems, performs troubleshooting and incident response on the system. He is also responsible for maintaining technical and systems documentation.</p> <p>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.</p> <p>The Associate Operations Centre Support Engineer has strong critical thinking skills to identify issues, and is passionate about analysing and resolving problems, and addressing technical challenges.</p>			
<b>Critical Work Functions and Key Tasks</b>	<b>Critical Work Functions</b>	<b>Key Tasks</b>		
	<b>Monitor systems performance</b>	Monitor performance and capacity of computer systems to ensure stable operations		
		Identify issues, alerts, or malfunctions in software and/or hardware components		
		Gather data for network health check reports for software and hardware teams		
		Prepare and document system health check documents for software and hardware teams		
	<b>Resolve network-related incidents</b>	Identify and respond to network-related incidents		
		Adhere to organisational policies, procedures and protocols when resolving network-related incidents		
		Administer service requests		
		Escalate unresolved network-related incidents		
	<b>Oversee service level agreements and service improvements</b>	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		
<b>Skills and Competencies</b>	<b>Technical Skills and Competencies</b>		<b>Generic Skills and Competencies</b>	
	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
	Data Centre Facilities Management	Level 2	Service Orientation	Basic
	Infrastructure Support	Level 1, Level 2	Teamwork	Basic
	IT Asset Management	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	
<b>Programme Listing</b>	For a list of Training Programmes available for the ICT sector, please visit: <a href="http://www.skillsfuture.sg/skills-framework/ict">www.skillsfuture.sg/skills-framework/ict</a>		

The information contained in this document serves as a guide.