

SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY SKILLS MAP – APPLICATIONS SUPPORT ENGINEER		
Sector	Infocomm Technology	
Track	Operations and Support	
Sub-track	Applications Support	
Occupation	Applications Support Engineer	
Job Role	Applications Support Engineer	
Job Role Description	<p>The Applications Support Engineer is responsible for the operation, support and 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 oversees software testing and transition processes and provides necessary support when required. He is responsible for interacting with the application users and setting up, and on boarding of the users.</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 Applications Support Engineer uses 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	Develop operational software configuration management plans
		Manage the maintenance of Commercial Off-the-Shelf (COTS) and other software technologies to maintain currency
		Oversee software help desk activities
		Develop software retirement procedures
		Acquire tools to facilitate the analysis of operational data
	Manage software maintenance	Implement software maintenance processes and plans
		Conduct technical impact analysis and problem identification
		Develop plans to make corrective, adaptive and perfective changes to software
		Manage preventative maintenance and software re-engineering activities
		Monitor and analyse software maintenance activities
	Oversee software transition	Develop software transition plans and identify stakeholders for transition and operational requirements
		Modify existing and develop new software operational standards
		Develop software activation and check-out procedures
		Lead software operational training
		Develop training materials for operational support personnel
		Determine the impact of software changes on the operational environment
		Lead software diagnostics and real-time debugging and/or troubleshooting
	Oversee software testing	Identify stakeholders participating in testing activities
		Design software test plan and criteria for regression testing
		Design the test environment and test case scenarios

		Specify test cases for the selected testing technique		
		Analyse defect arrival rate and failure intensity data		
	Maintain software and platform solutions	Develop maintenance plans including timelines and resources needed		
		Provide high-level maintenance and update of an existing software and/or platform to improve functionality and process flow		
		Provide high-level monitoring of security measures, proper registration of passwords and other access procedures		
		Solve unique and highly complex problems by taking a broad perspective to identify solutions		
		Anticipate internal and/or external business challenges and/or regulatory issues		
		Oversee the maintenance of technical documentation of technical architecture, code changes, issue resolutions and procedures		
		Collaborate with external stakeholders and vendors to resolve problems		
	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	
	Applications Development	Level 3	Communication	Intermediate
	Applications Integration	Level 3	Interpersonal Skills	Intermediate
	Applications Support and Enhancement	Level 3	Problem Solving	Basic
	Configuration Tracking	Level 3	Service Orientation	Basic
	Customer Experience Management	Level 3	Teamwork	Intermediate
	Cyber and Data Breach Incident Management	Level 3		
	Process Improvement and Optimisation	Level 3		
	Problem Management	Level 3		
	Procurement	Level 3		
	Service Level Management	Level 4		
	Software Configuration	Level 3		
	Software Testing	Level 3		
	Stakeholder Management	Level 4		
	Test Planning	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.