

SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY SKILLS MAP – ASSOCIATE DATABASE SUPPORT ENGINEER		
Sector	Infocomm Technology	
Track	Operations and Support	
Sub-track	Database Support	
Occupation	Database Support Engineer	
Job Role	Associate Database Support Engineer	
Job Role Description	<p>The Associate Database Support Engineer identifies, tests and deploys all database technologies and support tools. He/She ensures system improvements are successfully implemented and is responsible for verifying all data to be entered into database meets set standards and requirements as well as installing, configuring and maintaining the database infrastructure within assigned span-of-control. He assists in project planning by establishing work plans, estimates, milestones and schedules. He is required to be on standby with on-call availability to resolve database related incidents.</p> <p>He works in a team setting and is proficient in database administration, database management-related tools and techniques. He is also familiar with the relevant software platforms on which the database is deployed.</p> <p>The Associate Database Support Engineer is able to quickly and effectively solve issues 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.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Oversee service level agreements and service improvements	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
	Oversee database administration	Maintain development, production and multiple testing environments
		Assist in upgrades of databases, new structures or elements
		Assist in installation, configuration and maintenance of database management systems software
		Implement database back-up and recovery procedures
	Design and develop new database	Assist in business needs analysis for database design
		Assist with testing of new database procedures and protocols
		Assist in establishing database system flows
		Maintain data documentation and metadata models
		Code, edit and install stored procedures and functions for accessing, maintaining and populating databases
	Optimise database performance	Perform ongoing optimisation of database components to ensure availability, reliability, scalability, and security
		Assist with database audits and maintenance activities
		Maintain documentation of database optimisation activities
		Track key operational metrics, performance, utilisation, throughput and capacity for reporting
		Ensure optimal database performance and availability
	Resolve database incidents	Identify and resolve database issues
		Determines appropriate course of action for resolving database issues, identify and mitigate risks

		Escalate unresolved database issues		
		Ensure adherence to organisational database procedures, policies and protocols		
	Manage database security	Implement database security and data integrity controls		
		Control privileges and permissions to database users		
		Adhere to information security policies, procedures and protocols in all tasks		
Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies	
	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 Engineering	Level 2	Service Orientation	Basic
	Data Migration	Level 3	Teamwork	Basic
	Database Administration	Level 2		
	Infrastructure Support	Level 1, Level 2		
	IT Asset Management	Level 2		
	Problem Management	Level 3		
	Process Improvement and Optimisation	Level 3		
	Procurement	Level 2		
	Project Management	Level 3		
	Security Administration	Level 2		
	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.