SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY
SKILLS MAP – DATA CENTRE OPERATIONS ENGINEER

Sector	Infocomm Technology
Track	Operations and Support
Sub-track	Data Centre and Operations Centre Support
Occupation	Data Centre Operations Engineer
Job Role	**Data Centre Operations Engineer**
Job Role Description	The Data Centre Operations Engineer provides support in data centre equipment installation, logging data regarding installed corporate server base, developing procedures for server installation, racking, un-racking, de-commissioning hardware and cable patching from server through to server farm switches. He/She manages the data centre performance and operations. He monitors data volume and performs troubleshooting of non-routine or novel issues with little precedence whenever required. He is required to be on standby with on-call availability with varied shifts including nights, weekends and holidays to resolve data centre related incidents. He works in a team setting and is proficient in database administration, infrastructure concepts and database management related tools and techniques required by the organisation. He is also familiar with the relevant software platforms on which the database is deployed. The Data Centre Operations 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.

	Critical Work Functions	**Key Tasks**
Critical Work Functions and Key Tasks	**Manage the set-up of the data centre**	Conduct technical feasibility studies to determine viability, cost, time required and compatibility with organisational needs and requirements
		Explore new concepts and ideas in data centre facilities and equipment
		Review and communicate requirements to senior stakeholders
		Analyse designs to ensure compliance with business requirements, predicted cooling, structural and operational concerns
		Conduct short- and long-term planning to meet organisation's requirements and business needs
	Manage data centre performance and operations	Oversee compliance with security policies, procedures and protocols
		Develop documentation, training and guidance procedures for the management of data centre operations
		Identify best practices in data centre operations and management for adoption
		Ensure compliance with security policies, procedures and protocols
		Evaluate services provided by vendors and recommend changes
		Recommend enhancements to improve availability and performance
		Analyse data centre facilities' bandwidth, capacity requirements and system inter-dependencies
		Optimise the interfaces between the IT equipment and data centre
	Mange data centre-related incidents and business continuity	Develop disaster recovery plans for data centre operations
		Oversee the execution of disaster recovery drills and exercises
		Analyse incidents to determine patterns and propose recommendations to prevent future occurrences
		Simulate incidents to diagnose and resolve escalated data centre-related incidents
		Oversee resolution of data centre-related incidents involving vendors
		Manage the development of service-level objectives and targets

	Oversee service level agreements and service improvements	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

	Technical Skills and Competencies		**Generic Skills and Competencies**	
Skills and Competencies	Business Needs Analysis	Level 3	Communication	Intermediate
	Business Continuity	Level 4	Interpersonal Skills	Intermediate
	Cyber and Data Breach Incident Management	Level 3, Level 4	Problem Solving	Basic
	Data Centre Facilities Management	Level 3	Service Orientation	Basic
	Disaster Recovery Management	Level 4	Teamwork	Intermediate
	Infrastructure Support	Level 3		
	IT Asset Management	Level 3		
	IT Strategy	Level 4		
	Learning and Development	Level 4		
	People and Performance Management	Level 3		
	Performance Management	Level 4		
	Problem Management	Level 3		
	Process Improvement and Optimisation	Level 4		
	Procurement	Level 3		
	Project Management	Level 4		
	Stakeholder Management	Level 4		
	Strategy Implementation	Level 3		
	System Integration	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.