SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY
SKILLS MAP – ASSOCIATE 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	**Associate Data Centre Operations Engineer**
Job Role Description	The Associate Data Centre Operations Engineer provides data centre systems maintenance and monitoring service and basic support in data centre equipment installation. He/She monitors data volume, maintains internal documentation and performs independent troubleshooting of recurring issues whenever required. He also assists with the set-up of data centre facilities and equipment, 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. He is also familiar with the relevant software platforms on which the database is deployed. The Associate Data Centre Operations Engineer is able resolve issues quickly and effectively 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**	Analyse vendor products to determine suitability in meeting organisational needs and requirements
		Analyse organisation's requirements and business needs for data centre facilities and equipment
		Determine requirements' impact on existing architecture, work processes and systems
		Participate in technical design review of proposals
	Manage data centre performance and operations	Adhere to organisational policies, procedures and protocols in data centre operations management
		Escalate issues of non-compliance to contractual requirements
		Ensure adherence to contract requirements
		Gather data on data centre facilities' bandwidth, capacity requirements and system inter-dependencies
		Monitor system activity to ensure optimal performance
	Manage data centre-related incidents and business continuity	Troubleshoot, diagnose and resolve data centre-related incidents
		Document incidents and resolutions for future reference
		Assist in the development of disaster recovery plans
		Provide support for incidents during and after normal operating hours
		Participate in disaster recovery drills and exercises
		Escalate unresolved data centre-related incidents to senior management
	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
	Technical Skills and Competencies	**Generic Skills and Competencies**

Skills and Competencies	Business Needs Analysis	Level 2	Communication	Basic
	Cyber and Data Breach Incident Management	Level 2	Interpersonal Skills	Basic
	Data Centre Facilities Management	Level 2	Problem Solving	Basic
	Infrastructure Support	Level 1, Level 2	Service Orientation	Basic
	IT Asset Management	Level 2	Teamwork	Basic
	Process Improvement and Optimisation	Level 3		
	Procurement	Level 2		
	Project Management	Level 3		
	Service Level Management	Level 3		
	Stakeholder Management	Level 2, Level 3		
	System Integration	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.