SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY **SKILLS MAP – OPERATIONS AND SUPPORT MANAGER**	
Sector	Infocomm Technology
Track	Operations and Support
Occupation	Operations and Support Engineer
Job Role	**Operations and Support Manager**
Job Role Description	The Operations and Support Manager manages systems and database administration and help desk function. He/She focuses on strategic and policy development aspects that will have medium term consequences on the operation of the function and impact elements of organisation performance. He is responsible for Overseeing the incident resolution and business continuity plans along with the database and systems administration. He focuses on setting goals and priorities, allocates accountability among staff, manages the career development of others, liaises with professional staff and other managers, advises the business on technology related issues and engages in medium-term planning. He is familiar with enterprise architecture frameworks, database administration and systems, and application monitoring tools. The Operations and Support Manager possesses an end-to-end understanding of an organisation's system environment and its critical elements that need to be actively managed to ensure service levels are met. He is driven leader, able to align the team behind strategic business priorities and to motivate key stakeholders to strive for continuous improvement at all levels.

	Critical Work Functions	**Key Tasks**
Critical Work Functions and Key Tasks	**Formulate strategy for service level agreements (SLAs) and improvements**	Provide inputs for IT operations and support strategy planning
		Develop plans to deliver IT operations and support, systems and database administration services
		Develop service level agreement key performance indicators (KPIs) and dashboards
		Monitor service level dashboards to ensure compliance to KPIs
		Determine corrective action to address non-compliance with SLAs and KPIs
	Manage and optimise IT operations and support performance	Establish priorities for IT operations and support activities, initiatives and incident resolution
		Set direction for continuous improvement of operational procedures and customer experience
		Certify the functionality of components and services to ensure deployment meets expectations and requirements
		Oversee migration of components into the operating environment
		Recommend enhancements to improve systems availability and performance
		Develop and maintain a comprehensive database and/or library of supporting documentation
		Develop capacity planning models and load balancing solutions
	Oversee incident resolution and business continuity plans	Drive and oversee resolution of operations and support centre incidents
		Explore opportunities to improve incident response rate
		Formulate the organisation's disaster recovery and business continuity plans
		Oversee disaster recovery plan drills and activities to determine if technical criteria is met
		Develop, test, maintain and exercise procedures for back-up, restoration and disaster recovery for high availability, high volume mission critical databases
	Oversee database and system administration	Design, monitor and maintain data replication primary and secondary databases
		Oversee database activities to ensure continued reliability, performance monitoring and tuning, security, back-up and disaster recovery
		Oversee the allocation of database resources

	Design security controls for data and databases	
	Participate in security investigations of database	
	Direct the scheduling of DBMS software installation	
	Oversee the upgrade of databases, new structures or elements	
Manage people and organisation	Manage the budget expenditure and allocation across teams and projects	
	Monitor and track the team's achievements and key performance indicators	
	Propose new operational plans, including targeted budgets, work allocations and staff forecasts	
	Acquire, allocate and optimise the use of resources	
	Develop learning roadmaps to support the professional development of the team	
	Manage the performance and development process, including providing coaching and development opportunities to maximise the potential of each individual	

	Technical Skills and Competencies		Generic Skills and Competencies	
Skills and Competencies	Applications Development	Level 4	Communication	Advanced
	Applications Integration	Level 4	Leadership	Intermediate
	Applications Support and Enhancement	Level 4	Developing People	Intermediate
	Budgeting	Level 4	Interpersonal Skills	Advanced
	Business Continuity	Level 5	Decision Making	Intermediate
	Business Needs Analysis	Level 4		
	Business Performance Management	Level 4		
	Configuration Tracking	Level 4		
	Cyber and Data Breach Incident Management	Level 5		
	Data Centre Facilities Management	Level 4		
	Data Engineering	Level 4		
	Database Administration	Level 5		
	Disaster Recovery Management	Level 5		
	Infrastructure Deployment	Level 4		
	Infrastructure Support	Level 4		
	Infrastructure Strategy	Level 5		
	IT Asset Management	Level 4		
	IT Strategy	Level 5		
	Learning and Development	Level 5		
	Manpower Planning	Level 4		
	Networking	Level 4		
	People and Performance Management	Level 4		
	Performance Management	Level 5		

	Problem Management	Level 4	
	Process Improvement and Optimisation	Level 5	
	Procurement	Level 4	
	Project Management	Level 5	
	Quality Standards	Level 4	
	Security Programme Management	Level 4	
	Service Level Management	Level 5	
	Software Configuration	Level 4	
	Software Testing	Level 4	
	Stakeholder Management	Level 5	
	Strategy Implementation	Level 4	
	Strategy Planning	Level 4	
	Sustainability Management	Level 4	
	System Integration	Level 5	
	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.