

SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY SKILLS MAP – INFRASTRUCTURE SUPPORT ENGINEER		
Sector	Infocomm Technology	
Track	Operations and Support	
Sub-track	Infrastructure Support	
Occupation	Infrastructure Support Engineer	
Job Role	Infrastructure Support Engineer	
Job Role Description	<p>The Infrastructure Support Engineer assists with infrastructure planning, design, operations and maintenance. He/She assists with technical infrastructure performance analysis to identify problems and risks, makes improvement recommendations and supports implementation of preventive solutions. He follows procedures, processes and quality standards and takes appropriate corrective action in response to readily identifiable infrastructure problems and incident. He is required to be on standby with on-call availability with varied shifts including nights, weekends and holidays.</p> <p>He works in a team setting and is proficient in Infrastructure systems and Network related tools and techniques required by the organisation. He is also familiar with the relevant software platforms on which the database is deployed.</p> <p>The Infrastructure Support Engineer is able to resolve issues quickly and effectively as they arise. He is able to methodically identify and evaluate the cause of issues, and develop solutions 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 infrastructure operations	Manage infrastructure operations activities and installation of infrastructure systems according to design specifications
		Align infrastructure operations with agreed service level agreements
		Leads infrastructure operations project planning and requirements phases
		Manage the implementation of agreed infrastructure changes and maintenance routines
		Contributes to the design and implementation of infrastructure replacement plans
	Maintain infrastructure performance	Perform ongoing tuning and optimisation of infrastructure hardware and software components such as updates and upgrades
		Manage infrastructure testing and implementation
		Gather performance and data usage statistics for capacity planning and reporting
		Pilot new tools, technologies, and/or processes to enhance the performance of infrastructure systems
	Resolve infrastructure-related problems and issues	Conduct root cause analysis to explore possible solutions
		Simulate user problems to explore solutions to resolve problems
		Oversee updates on issues to ensure resolution
		Recommend system modifications to address issues
		Guide and/or train teams to resolve infrastructure-related incidents
		Create temporary solutions until permanent solutions can be developed to resolve infrastructure-related incidents
	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	
	Business Continuity	Level 4	Communication	Intermediate
	Business Needs Analysis	Level 3	Interpersonal Skills	Intermediate
	Cyber and Data Breach Incident Management	Level 3, Level 4	Problem Solving	Basic
	Infrastructure Deployment	Level 3	Service Orientation	Basic
	Infrastructure Support	Level 3	Teamwork	Intermediate
	Learning and Development	Level 4		
	Network Administration and Maintenance	Level 3		
	Network Configuration	Level 3		
	People and Performance Management	Level 3		
	Problem Management	Level 3		
	Process Improvement and Optimisation	Level 4		
	Procurement	Level 3		
	Project Management	Level 4		
	Service Level Management	Level 4		
	Stakeholder Management	Level 4		
	Strategy Implementation	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.