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| **TSC Category** | Operations and User Support | | | | | |
| **TSC Title** | Infrastructure Support | | | | | |
| **TSC Description** | Provide services to end users by systematically identifying, classifying and troubleshooting technical issues and incidents that disrupt and impact their day-to-day business activities, within a specified timeframe. This also includes implementing an end-to-end problem management process to analyse underlying problems, advising on infrastructure related upgrades and improvements and developing user guides and training materials | | | | | |
| **TSC Proficiency Description** | **Level 1** | **Level 2** | **Level 3** | **Level 4** | **Level 5** | **Level 6** |
| **ICT-OUS-1007-1.1** | **ICT-OUS-2007-1.1** | **ICT-OUS-3007-1.1** | **ICT-OUS-4007-1.1** |  |  |
| Follow a fixed set of procedures to execute basic infrastructure administration and support | Analyse issues or incidents encountered by users and conduct troubleshooting, and roll out upgrades | Diagnose, troubleshoot and provide end-to-end management of infrastructure disruptions or technical issues encountered by users, and plan infrastructure upgrade activities | Develop plans and retain accountability for maximising service quality, speed and availability in infrastructure administration and support activities |  |  |
| **Knowledge** | * Basic infrastructure administration techniques * Commonly-encountered technical issues or problems * Basic troubleshooting steps for infrastructure problems | * Basic infrastructure configuration and administration techniques * General types of technical issues or problems * Basic troubleshooting tools and techniques for infrastructure technical issues and problems * Interpretation of infrastructure upgrade plan | * Diagnostic tools and processes to identify technical issues or disruptions in network infrastructure * Infrastructure and network configuration techniques * Troubleshooting techniques for infrastructure technical issues and problems * Potential benefits and impact of infrastructure upgrades * Sources of information and content for user guides and materials * Types of system tests and their purpose | * Resource requirements and management for infrastructure support activities * Techniques and processes to investigate causes and impact of disruptions * Solution development techniques and processes for technical issues * Cost-benefit analysis of infrastructure upgrades and changes * Critical user information in relation to infrastructure administration |  |  |
| **Abilities** | * Identify technical issues and problems in a timely and accurate manner * Record incidents according to standard protocols and incident management frameworks * Classify incidents and requests according to predetermined categories * Conduct basic troubleshooting for commonly-encountered infrastructure and network-problems * Follow a fixed set of procedures and instructions to execute simple, routine tasks related to infrastructure administration and support * Follow well-defined instructions and procedures from an action plan to carry out basic activities supporting network upgrade | * Analyse incidents or technical issues that impact infrastructure operations * Conduct troubleshooting for infrastructure and network-problems of low to mid-level complexity * Apply operational procedures from developed user guides to respond to ad-hoc user requests * Resolve technical issues or problems for end users within a defined turnaround time * Execute routine tasks related to the administration, configuration and support of infrastructure, in line with broad guidelines * Apply guidelines and processes from an action plan to carry out tasks and activities outlined in infrastructure upgrade plan * Identify warning indicators or significant declines in system and network performance following the roll out of upgrades or updates | * Diagnose underlying technical problems or issues causing incidents and disruptions in infrastructure and network operations * Implement problem management procedures to resolve root causes of infrastructure-related incidents * Provide end-to-end management of technical issues and problems encountered by users, within an agreed timeframe * Perform infrastructure configuration and support activities at a higher level of difficulty or complexity * Develop an action plan and timeline for infrastructure upgrade activities * Propose ideas for infrastructure related upgrades and improvements based on current and future user needs * Test infrastructure systems in advance to assess impact of potential upgrades or updates on performance level * Organise information for the development of user guides and training materials for infrastructure administration activities | * Retain accountability for ensuring best possible levels of infrastructure support service quality and availability * Investigate highly complex technical issues or disruptions in infrastructure or network operations * Establish robust problem management process to restore smooth operations of IT infrastructure with minimal resolution time and impact of incidents on business operations * Develop effective and sustainable solutions to address technical problems or issues * Establish processes and manage resources to enable execution of infrastructure administrative and support activities * Evaluate costs and benefits of proposed ideas for infrastructure-related upgrades against current and future business requirements * Formulate a roadmap for infrastructure upgrades and improvements * Develop user guides and training materials for infrastructure administration activities |  |  |
| **Range of Application** | Types of networks may include but are not limited to:   * LAN network (e.g., SOHO network, WLAN) * Radio network * Telecommunications network * Next generation network (NGN) * Wide area network (WAN)   Cloud based network | | | | | |