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| **SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY SKILLS MAP – APPLICATIONS SUPPORT ENGINEER** | | | | | | |
| **Sector** | Infocomm Technology | | | | | |
| **Track** | Operations and Support | | | | | |
| **Sub-track** | Applications Support | | | | | |
| **Occupation** | Applications Support Engineer | | | | | |
| **Job Role** | **Applications Support Engineer** | | | | | |
| **Job Role Description** | The Applications Support Engineer is responsible for the operation, support and maintenance of specific software applications, which may be built in-house or third-party software. He/She should have a deep understanding of the application's functionality and backend. He oversees software testing and transition processes and provides necessary support when required. He is responsible for interacting with the application users and setting up, and on boarding of the users.  He works in a team setting and is proficient in applications development and monitoring tools and techniques required by the organisation. He is also familiar with the relevant software platforms on which the solutions are deployed.   The Applications Support Engineer uses critical thinking skills to identify and solve problems. He is passionate about analysing and resolving problems, and addressing technical challenges. He also possesses strong interpersonal skills. | | | | | |
| **Critical Work Functions and Key Tasks** | **Critical Work Functions** | **Key Tasks** | | | | |
| **Provide software support** | Develop operational software configuration management plans | | | | |
| Manage the maintenance of Commercial Off-the-Shelf (COTS) and other software technologies to maintain currency | | | | |
| Oversee software help desk activities | | | | |
| Develop software retirement procedures | | | | |
| Acquire tools to facilitate the analysis of operational data | | | | |
| **Manage software maintenance** | Implement software maintenance processes and plans | | | | |
| Conduct technical impact analysis and problem identification | | | | |
| Develop plans to make corrective, adaptive and perfective changes to software | | | | |
| Manage preventative maintenance and software re-engineering activities | | | | |
| Monitor and analyse software maintenance activities | | | | |
| **Oversee software transition** | Develop software transition plans and identify stakeholders for transition and operational requirements | | | | |
| Modify existing and develop new software operational standards | | | | |
| Develop software activation and check-out procedures | | | | |
| Lead software operational training | | | | |
| Develop training materials for operational support personnel | | | | |
| Determine the impact of software changes on the operational environment | | | | |
| Lead software diagnostics and real-time debugging and/or troubleshooting | | | | |
| **Oversee software testing** | Identify stakeholders participating in testing activities | | | | |
| Design software test plan and criteria for regression testing | | | | |
| Design the test environment and test case scenarios | | | | |
| Specify test cases for the selected testing technique | | | | |
| Analyse defect arrival rate and failure intensity data | | | | |
| **Maintain software and platform solutions** | Develop maintenance plans including timelines and resources needed | | | | |
| Provide high-level maintenance and update of an existing software and/or platform to improve functionality and process flow | | | | |
| Provide high-level monitoring of security measures, proper registration of passwords and other access procedures | | | | |
| Solve unique and highly complex problems by taking a broad perspective to identify solutions | | | | |
| Anticipate internal and/or external business challenges and/or regulatory issues | | | | |
| Oversee the maintenance of technical documentation of technical architecture, code changes, issue resolutions and procedures | | | | |
| Collaborate with external stakeholders and vendors to resolve problems | | | | |
| **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** | | |
| Applications Development | | Level 3 | Communication | | Intermediate |
| Applications Integration | | Level 3 | Interpersonal Skills | | Intermediate |
| Applications Support and Enhancement | | Level 3 | Problem Solving | | Basic |
| Configuration Tracking | | Level 3 | Service Orientation | | Basic |
| Customer Experience Management | | Level 3 | Teamwork | | Intermediate |
| Cyber and Data Breach Incident Management | | Level 3 |  | | |
| Process Improvement and Optimisation | | Level 3 |
| Problem Management | | Level 3 |
| Procurement | | Level 3 |
| Service Level Management | | Level 4 |
| Software Configuration | | Level 3 |
| Software Testing | | Level 3 |
| Stakeholder Management | | Level 4 |
| 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 | | | | | |
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| The information contained in this document serves as a guide. | | | | | | |