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| **SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY SKILLS MAP – ASSOCIATE APPLICATIONS SUPPORT ENGINEER** | | | | | | |
| **Sector** | Infocomm Technology | | | | | |
| **Track** | Operations and Support | | | | | |
| **Sub-track** | Applications Support | | | | | |
| **Occupation** | Applications Support Engineer | | | | | |
| **Job Role** | **Associate Applications Support Engineer** | | | | | |
| **Job Role Description** | The Associate Applications Support Engineer is responsible for the providing support and ensuring the 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 is responsible for providing the support to the application development, transition, and testing teams, resolve and document any issues with the application.  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 Associate Applications Support Engineer applies 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** | Perform operational software configuration management | | | | |
| Install and update Commercial Off-the-Shelf (COTS) and other software technologies to maintain currency | | | | |
| Diagnose and respond to software defects, anomalies, and operational incidents and events | | | | |
| Implement software retirement procedures | | | | |
| Collect and analyse operational data | | | | |
| **Manage software maintenance** | Assist in implementing software maintenance processes and plans | | | | |
| Identify, obtain and maintain software baseline artefacts | | | | |
| Implement corrective, adaptive and perfective changes to software | | | | |
| Perform preventative maintenance and software re-engineering activities | | | | |
| Assist in monitoring and analysing software maintenance activities | | | | |
| **Oversee software transition** | Identify software constraints | | | | |
| Assist in the development of software transition and operational documentation | | | | |
| Assist in the development of training material for operational support personnel | | | | |
| Assist in preparation of training materials relating to software support | | | | |
| Assist in software diagnostics and real-time debugging/trouble shooting | | | | |
| **Maintain software and platform solutions** | Conduct maintenance and update of existing software and platform according to plan | | | | |
| Support monitoring of compliance to security measures | | | | |
| Monitor performance and analyse usage reports | | | | |
| Document technical architecture, code changes, issue resolutions and procedures | | | | |
| **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 | | | | |
| **Skills and Competencies** | **Technical Skills and Competencies** | | | **Generic Skills and Competencies** | | |
| Applications Support and Enhancement | | Level 1, Level 2 | Communication | | Basic |
| Business Needs Analysis | | Level 2 | Interpersonal Skills | | Basic |
| Configuration Tracking | | Level 1, Level 2 | Problem Solving | | Basic |
| Customer Experience Management | | Level 2 | Service Orientation | | Basic |
| Cyber and Data Breach Incident Management | | Level 2 | Teamwork | | Basic |
| Process Improvement and Optimisation | | Level 3 |  | | |
| Procurement | | Level 2 |
| Service Level Management | | Level 3 |
| Software Configuration | | Level 2 |
| Software Testing | | Level 2 |
| Stakeholder Management | | Level 2, Level 3 |
| Test Planning | | Level 2, Level 3 |
| **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. | | | | | | |