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| **SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY SKILLS MAP – ASSOCIATE DATA CENTRE OPERATIONS ENGINEER** | | | | |
| **Sector** | Infocomm Technology | | | |
| **Track** | Operations and Support | | | |
| **Sub-track** | Data Centre and Operations Centre Support | | | |
| **Occupation** | Data Centre Operations Engineer | | | |
| **Job Role** | **Associate Data Centre Operations Engineer** | | | |
| **Job Role Description** | The Associate Data Centre Operations Engineer provides data centre systems maintenance and monitoring service and basic support in data centre equipment installation. He/She monitors data volume, maintains internal documentation and performs independent troubleshooting of recurring issues whenever required. He also assists with the set-up of data centre facilities and equipment, He is required to be on standby with on-call availability with varied shifts including nights, weekends and holidays to resolve data centre related incidents.  He works in a team setting and is proficient in database administration, infrastructure concepts and database management-related tools and techniques. He is also familiar with the relevant software platforms on which the database is deployed.  The Associate Data Centre Operations Engineer is able resolve issues quickly and effectively as they arise. He is able to methodically identify the cause of the issue, evaluate it and develop a solution in collaboration with the team. He is able to communicate effectively and displays high service level standards. | | | |
| **Critical Work Functions and Key Tasks** | **Critical Work Functions** | **Key Tasks** | | |
| **Manage the set-up of the data centre** | Analyse vendor products to determine suitability in meeting organisational needs and requirements | | |
| Analyse organisation’s requirements and business needs for data centre facilities and equipment | | |
| Determine requirements’ impact on existing architecture, work processes and systems | | |
| Participate in technical design review of proposals | | |
| **Manage data centre performance and**  **operations** | Adhere to organisational policies, procedures and protocols in data centre operations management | | |
| Escalate issues of non-compliance to contractual requirements | | |
| Ensure adherence to contract requirements | | |
| Gather data on data centre facilities’ bandwidth, capacity requirements and system inter-dependencies | | |
| Monitor system activity to ensure optimal performance | | |
| **Manage data centre-related incidents and business continuity** | Troubleshoot, diagnose and resolve data centre-related incidents | | |
| Document incidents and resolutions for future reference | | |
| Assist in the development of disaster recovery plans | | |
| Provide support for incidents during and after normal operating hours | | |
| Participate in disaster recovery drills and exercises | | |
| Escalate unresolved data centre-related incidents to senior management | | |
| **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** | |
| Business Needs Analysis | Level 2 | Communication | Basic |
| Cyber and Data Breach Incident Management | Level 2 | Interpersonal Skills | Basic |
| Data Centre Facilities Management | Level 2 | Problem Solving | Basic |
| Infrastructure Support | Level 1, Level 2 | Service Orientation | Basic |
| IT Asset Management | Level 2 | Teamwork | Basic |
| Process Improvement and Optimisation | Level 3 |  | |
| Procurement | Level 2 |
| Project Management | Level 3 |
| Service Level Management | Level 3 |
| Stakeholder Management | Level 2, Level 3 |
| System Integration | 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. | | | | |