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| **SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY SKILLS MAP – ASSOCIATE INFRASTRUCTURE SUPPORT ENGINEER** | | | | | |
| **Sector** | Infocomm Technology | | | | |
| **Track** | Operations and Support | | | | |
| **Sub-track** | Infrastructure Support | | | | |
| **Occupation** | Infrastructure Support Engineer | | | | |
| **Job Role** | **Associate Infrastructure Support Engineer** | | | | |
| **Job Role Description** | The Associate Infrastructure Support Engineer performs routine infrastructure operations and maintenance activities. He/She assists with monitoring infrastructure performance. He checks for problems in existing systems and modifies work processes by following defined procedures, processes and quality standards. He is required to be on standby with on-call availability with varied shifts including nights, weekends and holidays.  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.   The Associate Infrastructure Support Engineer is able to solve 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** | | | |
| **Oversee infrastructure operations** | Perform routine checks on infrastructure operations activities in accordance with the IT Operations standards and procedures | | | |
| Assist with monitoring daily infrastructure traffic and performance | | | |
| Configure infrastructure and related computing environments such as computer hardware, systems software, applications software | | | |
| Maintain documentation of maintenance and optimisation procedures and tests | | | |
| Perform minor infrastructure repairs in accordance with design or installation specifications | | | |
| **Maintain infrastructure performance** | Assist with infrastructure testing, ongoing optimisation or changes, and scheduled upgrades and updates | | | |
| Coordinate the deployment of new and/or upgraded infrastructure | | | |
| **Resolve infrastructure-related problems and issues** | Act as the first point of contact for infrastructure-related incidents | | | |
| Assist with problem identification and resolution | | | |
| Escalate unresolved infrastructure-related incidents for resolution | | | |
| Documents incidents and track resolution in management systems | | | |
| Document solutions to common infrastructure-related incidents | | | |
| **Oversee service level agreements and service improvements** | Assist in developing service-level objectives and targets | | | |
| Maintain logs 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 |
| Infrastructure Deployment | | Level 1, Level 2 | Problem Solving | Basic |
| Infrastructure Support | | Level 1, Level 2 | Service Orientation | Basic |
| Network Administration and Maintenance | | Level 1, Level 2 | Teamwork | Basic |
| Network Configuration | | Level 2 |  | |
| Process Improvement and Optimisation | | Level 3 |
| Procurement | | Level 2 |
| Project Management | | Level 3 |
| Service Level Management | | Level 3 |
| Stakeholder Management | | 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. | | | | | |