|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY SKILLS MAP – ASSOCIATE OPERATIONS CENTRE SUPPORT ENGINEER** | | | | | | |
| **Sector** | Infocomm Technology | | | | | |
| **Track** | Operations and Support | | | | | |
| **Sub-track** | Data Centre and Operations Centre Support | | | | | |
| **Occupation** | Operations Centre Support Engineer | | | | | |
| **Job Role** | **Associate Operations Centre Support Engineer** | | | | | |
| **Job Role Description** | The Associate Operations Centre Support Engineer is responsible for monitoring and identifying incidents in hardware and software components across the organisation. He/She analyses problems, performs troubleshooting and incident response on the system. He is also responsible for maintaining technical and systems documentation.  He works in a team setting and is proficient in database systems, network and infrastructure, 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 Operations Centre Support Engineer has strong critical thinking skills to identify issues, and is passionate about analysing and resolving problems, and addressing technical challenges. | | | | | |
| **Critical Work Functions and Key Tasks** | **Critical Work Functions** | **Key Tasks** | | | | |
| **Monitor systems**  **performance** | Monitor performance and capacity of computer systems to ensure stable operations | | | | |
| Identify issues, alerts, or malfunctions in software and/or hardware components | | | | |
| Gather data for network health check reports for software and hardware teams | | | | |
| Prepare and document system health check documents for software and hardware teams | | | | |
| **Resolve network-related incidents** | Identify and respond to network-related incidents | | | | |
| Adhere to organisational policies, procedures and protocols when resolving network-related incidents | | | | |
| Administer service requests | | | | |
| Escalate unresolved network-related incidents | | | | |
| **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 |
| Configuration Tracking | | Level 1, Level 2 | Interpersonal Skills | | Basic |
| Cyber and Data Breach Incident Management | | Level 2 | Problem Solving | | Basic |
| Data Centre Facilities Management | | Level 2 | Service Orientation | | Basic |
| Infrastructure Support | | Level 1, Level 2 | Teamwork | | Basic |
| IT Asset Management | | 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 | | | | | |
|  |  |  | |  |  | |
| The information contained in this document serves as a guide. | | | | | | |