|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY SKILLS MAP – INFRASTRUCTURE SUPPORT ENGINEER** | | | | | |
| **Sector** | Infocomm Technology | | | | |
| **Track** | Operations and Support | | | | |
| **Sub-track** | Infrastructure Support | | | | |
| **Occupation** | Infrastructure Support Engineer | | | | |
| **Job Role** | **Infrastructure Support Engineer** | | | | |
| **Job Role Description** | The Infrastructure Support Engineer assists with infrastructure planning, design, operations and maintenance. He/She assists with technical infrastructure performance analysis to identify problems and risks, makes improvement recommendations and supports implementation of preventive solutions. He follows procedures, processes and quality standards and takes appropriate corrective action in response to readily identifiable infrastructure problems and incident. 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 Infrastructure Support Engineer is able to resolve issues quickly and effectively as they arise. He is able to methodically identify and evaluate the cause of issues, and develop solutions 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** | Manage infrastructure operations activities and installation of infrastructure systems according to design specifications | | | |
| Align infrastructure operations with agreed service level agreements | | | |
| Leads infrastructure operations project planning and requirements phases | | | |
| Manage the implementation of agreed infrastructure changes and maintenance routines | | | |
| Contributes to the design and implementation of infrastructure replacement plans | | | |
| **Maintain infrastructure performance** | Perform ongoing tuning and optimisation of infrastructure hardware and software components such as updates and upgrades | | | |
| Manage infrastructure testing and implementation | | | |
| Gather performance and data usage statistics for capacity planning and reporting | | | |
| Pilot new tools, technologies, and/or processes to enhance the performance of infrastructure systems | | | |
| **Resolve infrastructure-related problems and issues** | Conduct root cause analysis to explore possible solutions | | | |
| Simulate user problems to explore solutions to resolve problems | | | |
| Oversee updates on issues to ensure resolution | | | |
| Recommend system modifications to address issues | | | |
| Guide and/or train teams to resolve infrastructure-related incidents | | | |
| Create temporary solutions until permanent solutions can be developed to resolve infrastructure-related incidents | | | |
| **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** | |
| Business Continuity | | Level 4 | Communication | Intermediate |
| Business Needs Analysis | | Level 3 | Interpersonal Skills | Intermediate |
| Cyber and Data Breach Incident Management | | Level 3, Level 4 | Problem Solving | Basic |
| Infrastructure Deployment | | Level 3 | Service Orientation | Basic |
| Infrastructure Support | | Level 3 | Teamwork | Intermediate |
| Learning and Development | | Level 4 |  | |
| Network Administration and Maintenance | | Level 3 |
| Network Configuration | | Level 3 |
| People and Performance Management | | Level 3 |
| Problem Management | | Level 3 |
| Process Improvement and Optimisation | | Level 4 |
| Procurement | | Level 3 |
| Project Management | | Level 4 |
| Service Level Management | | Level 4 |
| Stakeholder Management | | Level 4 |
| Strategy Implementation | | Level 3 |
| **Programme Listing** | For a list of Training Programmes available for the ICT sector, please visit: [www.skillsfuture.sg/skills-framework/ict](http://www.skillsfuture.sg/skills-framework/ict) | | | | |
|  | | | | | |
| The information contained in this document serves as a guide. | | | | | |