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| **SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY SKILLS MAP – 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** | **Operations Centre Support Engineer** | | | | | |
| **Job Role Description** | The Operations Centre Support Engineer works closely with the hardware and software teams in the organisation. He/She is responsible for implementing and installing new software and hardware components across the organisation. He has to ensure the systems are reliable, monitored, and support operations are conducted in a timely manner. He will also collaborate with stakeholders to serve, observe, own, and solve problems through innovation, reducing friction with production deployments, and increasing availability.   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 Operations Centre Support Engineer applies critical thinking skills to resolve complex issues. He also applies creative skills in address technical challenges on the job. | | | | | |
| **Critical Work Functions and Key Tasks** | **Critical Work Functions** | **Key Tasks** | | | | |
| **Implement new systems** | Install software and hardware equipment for users | | | | |
| Carry out user acceptance tests on installed and/or upgraded equipment | | | | |
| Oversee integration, compatibility and continuing operations of systems to ensure minimal disruption | | | | |
| Conduct feasibility studies for implementing new solutions | | | | |
| **Monitor systems**  **performance** | Oversee monitoring activities of all systems to ensure stable operations | | | | |
| Conduct scheduled tests on systems and monitor performance | | | | |
| Provide updates and resolutions in the event of downtime and/or malfunctions | | | | |
| **Resolve network-related incidents** | Analyse and provide technical back-up and third line support when technical incidents arise | | | | |
| Classify and categorise incidents for escalation | | | | |
| Evaluate past incidents and prepare reports and documentation for senior stakeholders | | | | |
| Provide support and recommendations to the affected teams post-incident | | | | |
| **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 |
| Configuration Tracking | | Level 3 | Problem Solving | | Basic |
| Cyber and Data Breach Incident Management | | Level 3, Level 4 | Service Orientation | | Basic |
| Data Centre Facilities Management | | Level 3 | Teamwork | | Intermediate |
| Infrastructure Support | | Level 3 |  | | |
| IT Asset Management | | Level 3 |
| Learning and Development | | Level 4 |
| People and Performance Management | | Level 3 |
| Performance Management | | Level 4 |
| Process Improvement and Optimisation | | Level 4 |
| Problem Management | | Level 3 |
| Project Management | | Level 4 |
| Procurement | | Level 3 |
| Service Level Management | | Level 4 |
| Stakeholder Management | | Level 4 |
| Strategy Implementation | | Level 3 |
| System Integration | | Level 4 |
| **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. | | | | | | |