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| **SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY SKILLS MAP – OPERATIONS AND SUPPORT MANAGER** | | | | | |
| **Sector** | Infocomm Technology | | | | |
| **Track** | Operations and Support | | | | |
| **Occupation** | Operations and Support Engineer | | | | |
| **Job Role** | **Operations and Support Manager** | | | | |
| **Job Role Description** | The Operations and Support Manager manages systems and database administration and help desk function. He/She focuses on strategic and policy development aspects that will have medium term consequences on the operation of the function and impact elements of organisation performance. He is responsible for Overseeing the incident resolution and business continuity plans along with the database and systems administration. He focuses on setting goals and priorities, allocates accountability among staff, manages the career development of others, liaises with professional staff and other managers, advises the business on technology related issues and engages in medium-term planning.   He is familiar with enterprise architecture frameworks, database administration and systems, and application monitoring tools.  The Operations and Support Manager possesses an end-to-end understanding of an organisation's system environment and its critical elements that need to be actively managed to ensure service levels are met. He is driven leader, able to align the team behind strategic business priorities and to motivate key stakeholders to strive for continuous improvement at all levels. | | | | |
| **Critical Work Functions and Key Tasks** | **Critical Work Functions** | **Key Tasks** | | | |
| **Formulate strategy for service level agreements (SLAs) and improvements** | Provide inputs for IT operations and support strategy planning | | | |
| Develop plans to deliver IT operations and support, systems and database administration services | | | |
| Develop service level agreement key performance indicators (KPIs) and dashboards | | | |
| Monitor service level dashboards to ensure compliance to KPIs | | | |
| Determine corrective action to address non-compliance with SLAs and KPIs | | | |
| **Manage and optimise IT operations and support performance** | Establish priorities for IT operations and support activities, initiatives and incident resolution | | | |
| Set direction for continuous improvement of operational procedures and customer experience | | | |
| Certify the functionality of components and services to ensure deployment meets expectations and requirements | | | |
| Oversee migration of components into the operating environment | | | |
| Recommend enhancements to improve systems availability and performance | | | |
| Develop and maintain a comprehensive database and/or library of supporting documentation | | | |
| Develop capacity planning models and load balancing solutions | | | |
| **Oversee incident resolution and business continuity plans** | Drive and oversee resolution of operations and support centre incidents | | | |
| Explore opportunities to improve incident response rate | | | |
| Formulate the organisation’s disaster recovery and business continuity plans | | | |
| Oversee disaster recovery plan drills and activities to determine if technical criteria is met | | | |
| Develop, test, maintain and exercise procedures for back-up, restoration and disaster recovery for high availability, high volume mission critical databases | | | |
| **Oversee database and system administration** | Design, monitor and maintain data replication primary and secondary databases | | | |
| Oversee database activities to ensure continued reliability, performance monitoring and tuning, security, back-up and disaster recovery | | | |
| Oversee the allocation of database resources | | | |
| Design security controls for data and databases | | | |
| Participate in security investigations of database | | | |
| Direct the scheduling of DBMS software installation | | | |
| Oversee the upgrade of databases, new structures or elements | | | |
| **Manage people and organisation** | Manage the budget expenditure and allocation across teams and projects | | | |
| Monitor and track the team’s achievements and key performance indicators | | | |
| Propose new operational plans, including targeted budgets, work allocations and staff forecasts | | | |
| Acquire, allocate and optimise the use of resources | | | |
| Develop learning roadmaps to support the professional development of the team | | | |
| Manage the performance and development process, including providing coaching and development opportunities to maximise the potential of each individual | | | |
| **Skills and Competencies** | **Technical Skills and Competencies** | | | **Generic Skills and Competencies** | |
| Applications Development | | Level 4 | Communication | Advanced |
| Applications Integration | | Level 4 | Leadership | Intermediate |
| Applications Support and Enhancement | | Level 4 | Developing People | Intermediate |
| Budgeting | | Level 4 | Interpersonal Skills | Advanced |
| Business Continuity | | Level 5 | Decision Making | Intermediate |
| Business Needs Analysis | | Level 4 |  | |
| Business Performance Management | | Level 4 |
| Configuration Tracking | | Level 4 |
| Cyber and Data Breach Incident Management | | Level 5 |
| Data Centre Facilities Management | | Level 4 |
| Data Engineering | | Level 4 |
| Database Administration | | Level 5 |
| Disaster Recovery Management | | Level 5 |
| Infrastructure Deployment | | Level 4 |
| Infrastructure Support | | Level 4 |
| Infrastructure Strategy | | Level 5 |
| IT Asset Management | | Level 4 |
| IT Strategy | | Level 5 |
| Learning and Development | | Level 5 |
| Manpower Planning | | Level 4 |
| Networking | | Level 4 |
| People and Performance Management | | Level 4 |
| Performance Management | | Level 5 |
| Problem Management | | Level 4 |
| Process Improvement and Optimisation | | Level 5 |
| Procurement | | Level 4 |
| Project Management | | Level 5 |
| Quality Standards | | Level 4 |
| Security Programme Management | | Level 4 |
| Service Level Management | | Level 5 |
| Software Configuration | | Level 4 |
| Software Testing | | Level 4 |
| Stakeholder Management | | Level 5 |
| Strategy Implementation | | Level 4 |
| Strategy Planning | | Level 4 |
| Sustainability Management | | Level 4 |
| System Integration | | Level 5 |
| Test Planning | | Level 4 |
| **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.