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| **SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY SKILLS MAP – SITE RELIABILITY ENGINEERING MANAGER** | | | | | | |
| **Sector** | Infocomm Technology | | | | | |
| **Track** | Product Development | | | | | |
| **Sub-track** | Software Development | | | | | |
| **Occupation** | Site Reliability Engineer | | | | | |
| **Job Role** | **Site Reliability Engineering Manager** | | | | | |
| **Job Role Description** | The Site Reliability Engineering Manager drives the strategy for system operations and maintenance, ensuring highly reliable and scalable systems. He/She addresses multi-faceted issues and presents solutions to enhance and improve systems’ health and performance. He champions automation in developing resilient systems.  He has expertise in both technical and business aspects of system development to bridge the gap between development and business functions. He is proficient in various security technologies, as well as cloud computing models and services. He works well with internal and external stakeholders to manage the demands of both. He collaborates with the development team to provide solutions that meet operational demands for high reliability and security.  The Site Reliability Engineering Manager is a strategic thinker that develops robust application systems that meets business requirements. He adopts an innovative mindset to recommend new and emerging solutions. He is a strong communicator who effectively influence both internal and external stakeholders. | | | | | |
| **Critical Work Functions and Key Tasks** | **Critical Work Functions** | **Key Tasks** | | | | |
| **Monitor systems and optimise performance** | Oversee adherence to system performance indicators to ensure compliance with Service Level Agreements (SLAs) | | | | |
| Synthesise system health indicators to evaluate long-term system trends and capabilities | | | | |
| Conduct capacity workload modelling and availability analysis | | | | |
| Evaluate the feasibility of integrating or adopting emerging cloud and infrastructure technologies | | | | |
| Recommend process, product or service improvements, resource optimisation and cost savings | | | | |
| Develop roadmaps to achieve desired future-state system | | | | |
| **Automate system operations** | Identify opportunities to enhance operational workflows, systems and processes through automated deployment | | | | |
| Recommend enhancements to improve systems availability, reliability, and performance through automation | | | | |
| Evaluate monitoring, alerting, self-healing, and automated recovery techniques | | | | |
| **Resolve incidents** | Monitor system performance and availability to ensure compliance with Service Level Agreements (SLAs) | | | | |
| Recommend solutions to resolve system issues and prevent future incidents | | | | |
| Advise senior management on system issues and operations | | | | |
| Simulate user problems on end-to-end diagnosis for infrastructure incidents | | | | |
| Diagnose system health and propose changes and/or enhancements to system | | | | |
| Design and implement disaster recovery plans | | | | |
| Engage stakeholders in driving improvements on system performance and reliability | | | | |
| **Manage people and organisation** | Manage the budget expenditure and allocation across teams and projects | | | | |
| 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** | | | **Critical Core Skills** | | |
| Cloud Computing\* | | Level 5 | Collaboration | | Advanced |
| Cyber and Data Breach Incident Management\* | | Level 4 | Decision Making | | Advanced |
| Disaster Recovery Management\* | | Level 5 | Developing People | | Advanced |
| Infrastructure Support\* | | Level 4 | Global Perspective | | Advanced |
| Learning and Development\* | | Level 4 | Self Management | | Advanced |
| Manpower Planning\* | | Level 3 |  | | |
| Networking\* | | Level 4 |
| Performance Management\* | | Level 5 |
| Problem Management\* | | Level 4 |
| Process Improvement and Optimisation\* | | Level 5 |
| Quality Standards\* | | Level 5 |
| Security Administration\* | | Level 3 |
| Service Level Management\* | | Level 5 |
| Stakeholder Management\* | | Level 4 |
| Test Planning\* | | Level 4 |
| Agile Coaching | | Level 4 |
| Agile Software Development | | Level 4, Level 5 |
| Applications Development | | Level 5 |
| Applications Integration | | Level 3 |
| Budgeting | | Level 4 |
| Business Environment Analysis | | Level 4 |
| Change Management | | Level 4 |
| Continuous Integration and Continuous Deployment | | Level 4 |
| Emerging Technology Synthesis | | Level 5 |
| Network Security | | Level 4 |
| Partnership Management | | Level 4 |
| People and Performance Management | | Level 3 |
| Product Management | | Level 5 |
| Project Feasibility Assessment | | Level 4 |
| Software Configuration | | Level 4 |
| Software Testing | | Level 5 |
| **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. | | | | | | |

\*Note: Technical Skills and Competencies (TSCs) with an asterisk (\*) refer to Priority Skills (i.e., TSCs to be prioritised for this role).