The Head of Infrastructure provides direction for the design, implementation and maintenance of the physical and/or virtual infrastructure. He/she develops and implements operating policies, strategies and tactics. He sets the direction for the methodologies, tools and frameworks used in the infrastructure design and builds a strong partnership with key stakeholders from a strategic and operational perspective to ensure alignment with business requirements and expectations.

He is a strong leader, with a broad sense of perspective and the ability to influence key internal and external stakeholders. He is strategic in his approach to managing resources and developing capabilities within the team.

**Critical Work Functions and Key Tasks:**

**Envision infrastructure strategy and design:**
- Partner with higher management to envision a high level physical and/or virtual infrastructure strategy, architecture design and delivery processes.
- Analyse the short-term and long-term infrastructure capacity needs for current and future requirements.
- Provide thought leadership on overall infrastructure architecture.
- Determine the performance levels for physical and virtual infrastructure.

**Advise infrastructure implementation:**
- Update stakeholders on the implementation and expansions of physical and/or virtual infrastructure strategy, architecture, and delivery processes.
- Advise stakeholders on capabilities and constraints of the infrastructure environment.
- Propose disaster recovery and contingency plans.
- Resolve complicated technical infrastructure issues.

**Monitor infrastructure performance:**
- Review periodic reports on the performance levels for physical and virtual infrastructure performance.
- Provide updates to senior leaders regarding infrastructure effectiveness.
- Recommend new technologies or opportunities for cost savings, security and service quality improvement.

**Establish Standards And Governance:**
- Establish metrics, Key Performance Indicators (KPIs), Service Level Agreements (SLAs) and protocols.
- Establish governance policies, standards, procedures and guidelines based upon business strategy.
- Ensure regulatory and legal compliance of the physical and/or virtual infrastructure design.

**Build vendor and/or supplier relationships:**
- Build strategic relationships with external partners.
- Lead negotiations with IT providers and vendors.
- Represent the organisation with external partners.

**Manage department:**
- Oversee department management including budgets, forecasting, work allocations and staffing.
- Develop staff through ongoing coaching, mentoring and career discussions.
- Define common goals, direction and accountability among staff.

**Critical Work Functions and Performance Expectations:**

- Establish metrics, KPIs, SLAs, and protocols.
- Establish governance policies, standards, procedures and guidelines based on business strategy.
- Ensure regulatory and legal compliance of the physical and/or virtual infrastructure design.
- Build strategic relationships with external partners.
- Lead negotiations with IT providers and vendors.
- Represent the organisation with external partners.
- Oversee department management including budgets, forecasting, work allocations and staffing.
- Develop staff through ongoing coaching, mentoring and career discussions.
- Define common goals, direction and accountability among staff.

**Technical Skills & Competencies**

- Audit and Compliance: Level 5
- Business Innovation: Level 6
- Business Needs Analysis: Level 5
- Business Risk Management: Level 5
- Cyber Risk Management: Level 5
- Disaster Recovery Management: Level 6
- Emerging Technology Synthesis: Level 5
- Infrastructure Strategy: Level 6
- IT Governance: Level 5
- IT Standards: Level 5
- IT Strategy: Level 5
- Infrastructure Architecture: Level 5
- IT Standards: Level 5
- IT Strategy: Level 5
- Portfolio Management: Level 5
- Programme Management: Level 6
- Quality Standards: Level 5
- Security Architecture: Level 5
- Stakeholder Management: Level 5
- Sustainability Management: Level 5
- System Integration: Level 6

**Generic Skills & Competencies (Top 5)**

- Leadership: Advanced
- Creative Thinking: Advanced
- Decision Making: Advanced
- Service Orientation: Advanced
- Communication: Advanced

For a list of Training Programmes available for the Infocomm Technology sector, please visit www.skillsfuture.sg/skills-framework/ict

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