## Job Role Description

The Senior Infrastructure Executive 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 the 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 displays a natural curiosity for investigating issues and applying an analytical approach to solutions development and implementation. He possesses high service standards and communicates effectively key infrastructure changes to stakeholders and management.

### Critical Work Functions and Key Tasks / Performance Expectations

- **Critical Work Functions**
  - Support infrastructure planning and design
  - Support infrastructure operations
  - Maintain infrastructure
  - Optimise infrastructure performance
  - Resolve infrastructure incidents

- **Key Tasks**
  - Assist with the planning and design of infrastructure systems
  - Support infrastructure planning and design
  - Perform infrastructure operations activities such as installations of infrastructure systems according to design specifications
  - Align infrastructure operations with agreed service agreement standards
  - Perform activities related to ongoing maintenance of infrastructure
  - Assist with the implementation of agreed infrastructure changes and maintenance routines
  - Perform ongoing tuning and optimisation of infrastructure hardware and software components such as updates and upgrades
  - Participate in infrastructure development activities
  - Assist with infrastructure testing and implementation
  - Gather performance and data usage statistics for capacity planning and reporting
  - Assist with piloting of new tools, technologies, and/or processes
  - Perform problem and/or issue identification and resolution
  - Assist with the simulation of user problems to resolve operating difficulties
  - Follow up with users to ensure problems or issues have been resolved
  - Recommend system modifications to reduce user problems

### Technical Skills & Competencies

- Cyber Incident Management Level 2
- Infrastructure Deployment Level 2
- Infrastructure Design Level 3
- Infrastructure Support Level 2
- Network Administration and Maintenance Level 2
- Network Configuration Level 2
- Problem Management Level 3

### Generic Skills & Competencies (Top 5)

- Problem Solving Basic
- Teamwork Basic
- Service Orientation Basic
- Sense Making Basic
- Lifelong Learning Basic

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