



**Subsector:** Enterprise

**Job Family:** Information Technology

**Impact Level**

Today, this role is responsible for delivering efficient and reliable infrastructure through performance monitoring and maintenance and overseeing the routine installations of hardware (e.g., network components and multi-functional devices).

Medium Impact

## Consolidated Activities

|  | Today   | Future  |
|--|---|---|
| <b>Governance for Infrastructure Architecture</b>  | Execution requires human judgment and technical expertise for design and development of policies.   | Human judgment and technical expertise remain critical in setting-up infrastructure architecture and overall governance framework.  |
| <b>Business Requirements Definition</b>            | Execution requires human judgment and technical expertise to translate requirements.  | Human judgment and technical expertise will remain critical to liaise with stakeholders to understand the business needs, technical requirements, as well as to negotiate expectations.                 |
| <b>Infrastructure Maintenance and Optimisation</b> | Execution requires human oversight. It is becoming increasingly common for job holders to work alongside data analytics and automation systems and tools to solve problems.       | Machine learning could collect system performance data for capacity planning. Machine learning will be used as a way to optimise systems rather than independently handle potential problems.           |
| <b>Infrastructure Incidents Resolution</b>         | Digital tools are available that will help to self-recover in case of an incident. However, human judgment and technical expertise are required to resolve more complex problems. | AI will help to optimise system performance using tools that are available. Job holders will continue to work closely with senior management to establish disaster recovery plans for the organisation. |

In the next

**3-5** years ...

This role will continue to facilitate the overarching operations to ensure smooth operations and governance for the IT infrastructure. This role will leverage AI to optimise systems leading to enhanced recommendations. In addition, the rise of cloud computing will require that this role will move away from managing on-premise.

### Skills Differentiators:

- **Change Management:** The job holder will possess the mindset and ability to adapt to and drive effective change that are aligned to the organisation's direction, ultimately improving the adoption of new infrastructure across organisation.
- **Process Excellence:** The job holder will possess skills to highlight the root causes of process inefficiencies and identify improvement opportunities across organisation.
- **Stakeholder Engagement:** The job holder will need to be able to coordinate and maintain productive working relationships with stakeholders to deliver initiatives and projects that are aligned to desired objectives for the organisation.
- **Project Management:** The job holder will be able to apply the appropriate principles for the planning and managing of a wide variety of projects to ensure the objectives are achieved within agreed timeframe.
- **Business and Financial Acumen:** The job holder will possess commercial awareness to work effectively with business units in implementing IT infrastructure and strategies that are aligned to business or organisational needs.

