



**Subsector:** Enterprise

**Job Family:** Information Technology

**Impact Level**

Today, this role is responsible for day-to-day IT support and oversight of the maintenance and upgrading of support systems, as well as restoring services with minimal impact to users.

Medium Impact

## Consolidated Activities

	Today	Future
<b>System Maintenance, Installation and Configuration</b>	Automated deployment is ongoing today which allows for automatic pushing of updates to users, continuing to reduce manual human intervention needed for these activities.	This role will need to monitor ongoing system utilisation and work with third-party vendors for implementation of monitoring tools. This role will need to be able to evaluate pre-packaged solutions for selection of best fit for the organisation.
<b>Incident Resolution and Helpdesk</b>	Execution is heavily depended on using IT personnel to address events and alerts from the IT infrastructure, as well as incidents reported by customers. Many organisations have developed self-service platforms with live chat software and portals to solve users' problems.	Chatbots will be used to handle first level of helpdesk cases, as they are largely repetitive. Chatbots will be trained to improve capabilities to resolve an incident or service request. For complex cases, chatbots will perform pre-processing, and route tickets to the right personnel for further action.

In the next

**3-5** years ...

This role will change to handle more complex cases that are escalated by automated systems. Human intervention will be required to resolve complex system issues, and to recommend preventive solutions for issues that arise frequently.

### Skills Differentiators:

- ▶ **Data Interpretation and Analysis:** The job holder will possess skills to interpret data to extract key insights for recommendations, decisions or actions.
- ▶ **Process Excellence:** With good understanding of existing operations, the job holder can help to highlight the root causes of their process inefficiencies and identify the right processes for automation.
- ▶ **Complex Problem Solving:** The job holder will need to examine escalated complex problems, and leverage available resources to develop and execute solutions.
- ▶ **Advanced Digital Acumen/Literacy:** On-going upskilling will be required to ensure the job holder is familiar with new electronic platforms, and capable of providing support to minimise disruptions
- ▶ **User Experience Design:** With the increasing introduction of self-service options, the job holder will possess capability to make recommendations for future improvements to enhance user experience.

