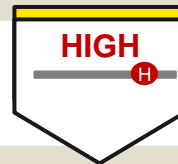


## Associate Applications Support Engineer/ Applications Support Engineer



IN 3-5  
YEARS



With the move to AI and DevOps, there will be a decreasing need for stand-alone Associate Applications Support Engineer/Applications Support Engineer roles. The job tasks of these roles will be subsumed under the Applications Development or DevOps team's job tasks.

### KEY TRENDS



AI &  
Analytics



Cloud  
Computing



Evolving IT  
Ecosystem

### FUTURE TASK-LEVEL VIEW

- AI will support job holders in help desk activities by automating the process of providing customers with answers/ solutions and routing tickets to the right people
- With the rise of Agile/CI/CD approach, development function will take over the tasks of maintaining software and overseeing software transition and testing, bringing development and operation together to provide a more holistic support
- With the adoption of Software as a Service (SaaS) and/or Platform as a Service (PaaS), IT service providers will take over the job tasks of maintaining and updating existing software and/or platform, providing security measures and resolving issues, reducing the manpower needed for the in-house capability

### POSSIBLE JOBS TO MOVE INTO

#### For Associate Applications Support Engineer/ Applications Support Engineer

- [DevOps Engineer \(Easy\)](#)
- [Project Manager/Scrum Master \(Easy\)](#)
- [Software Engineer \(Moderate\)](#)



# Possible job roles to move into for: (Associate) Applications Support Engineer



## POSSIBLE MOBILITY OPPORTUNITIES

DevOps Engineer



Project Manager/  
Scrum Master



Software Engineer



### RATIONALE

- Job holders can leverage their skills in the **operation, support and maintenance of software applications** to transit into this role.
- They would be familiar with certain operational/post-production tasks of DevOps Engineers such as software testing and configuration, which makes the transition easier.
- For projects involving application/product development, job holders can use their **understanding of application functions and operational processes** to transit into Project Manager/Scrum Master roles.
- Job holders can leverage their skills in **application development, support and integration** to transit into this role.
- As software engineers are more focused on the development aspects, this is move would be applicable for Applications Support Engineers who have deeper programming skills.



### TOP SKILLS MATCH

- Applications Support and Enhancement
- Applications Integration
- Configuration Tracking
- Software Configuration
- Software Testing
- Business Needs Analysis
- Process Improvement and Optimisation
- Stakeholder Management
- Applications Support and Enhancement
- Business Needs Analysis
- Configuration Tracking
- Software Configuration
- Software Testing



### TOP SKILLS GAP

- Agile Software Development
- Automation Management
- Continuous Integration and Continuous Deployment
- Software Design
- Systems Design
- Agile Coaching
- Business Requirements Mapping
- Contract Management
- Project Management
- Continuous Integration and Continuous Deployment
- Data Design
- Product Management
- Software Design
- Solution Architecture
- System Integration