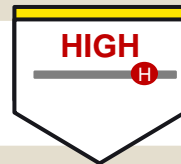## Associate Infrastructure Support Engineer/ Infrastructure Support Engineer

HIGH

IN 3-5 YEARS With the move to AI, cloud and DevOps, there will be a decreasing need for stand-alone Infrastructure Support Engineer roles. Their job tasks can be subsumed under the DevOps functions.

AI & Analytics   Cloud Computing   Evolving IT Ecosystem

FUTURE TASK-LEVEL VIEW

- AI will support job holders in infrastructure operations by predicting server load and automatically locating back-up servers

- With the benefits of cloud services, many organisations will gradually reduce their on-premise infrastructure and increasingly use cloud service providers to meet their infrastructure needs

- AI will support job holders in issue resolution by automating real-time root cause analysis, allowing job holders to focus on resolving issues with higher complexities

- With the increased use of tooling and automation, the tasks of monitoring and managing infrastructure operations as well as resolving infrastructure related issues would be integrated together with DevOps practices (eg. Infrastructure-as-Code) to provide more holistic support

POSSIBLE JOBS TO MOVE INTO

For Associate Infrastructure Support Engineer/ Infrastructure Support Engineer

- DevOps Engineer (Moderate)

- SysOps Engineer (Moderate)

- Security Engineer (Challenging)

Click here to find out more on the programmes and support available to close skills gaps and gain future skills

Possible job roles to move into for:
(Associate) Infrastructure Support Engineer / (Associate) Systems Support Engineer

POSSIBLE MOBILITY OPPORTUNITIES		
DevOps Engineer MODERATE	**SysOps Engineer** MODERATE	**Security Engineer** CHALLENGING

RATIONALE

▪ Infrastructure Support Engineers and Systems Support Engineers can leverage their experience in **Infrastructure/ Systems operation and maintenance,** which could help them contribute to design and building of applications.	▪ Infrastructure Support Engineers and Systems Support Engineers can leverage their skills in **Infrastructure/ Systems operation, maintenance and optimisation.** ▪ They would be able to take on tasks such as **optimizing performance of infrastructure/systems** quickly as they might have been performing these tasks as part of their current job functions.	▪ Infrastructure Support Engineers and Systems Support Engineers can leverage their knowledge of **infrastructure systems and networks,** as systems and networks are critical components to guard against security threats for Security Engineers. ▪ This job transition will be more challenging as it requires more skills in the security domain, e.g. security design.

TOP SKILLS MATCH

▪ Business Needs Analysis ▪ Network Configuration ▪ Project Management ▪ Security Administration ▪ System Integration	▪ Cyber and Data Breach Incident Management ▪ Infrastructure Support ▪ Network Administration and Maintenance ▪ Process Improvement and Optimisation ▪ Procurement	▪ Business Needs Analysis ▪ Cyber and Data Breach Incident Management

TOP SKILLS GAP

▪ Agile Software Development ▪ Automation Management ▪ Cloud Computing	▪ Software Testing ▪ Systems Design ▪ Continuous Integration and Continuous Deployment	▪ Applications Development ▪ Cloud Computing ▪ Continuous Integration and Continuous Deployment	▪ Solution Architecture ▪ Software Configuration ▪ Virtual Collaboration	▪ Business Risk Management ▪ Cyber Risk Management ▪ Infrastructure Design ▪ Network Security	▪ Security Administration ▪ Security Architecture ▪ Security Governance ▪ Security Programme Management

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