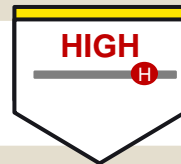


Associate Operations Centre Support Engineer/ Operations Centre Support Engineer



IN 3-5
YEARS



With the use of AI to automate operations centre support and the outsourcing of these functions to IT service providers, the need for such roles will be reduced, especially for organisations without critical on-premise infrastructure.

KEY TRENDS



AI &
Analytics

FUTURE TASK-LEVEL VIEW

- IT service providers will increasingly manage the installment and maintenance of software and hardware, reducing the need for in-house capabilities to manage these job tasks
- AI will automate the operations monitoring tasks of job holders as it is able to analyse the logs of all network devices, learn the baseline environment and provide alerts on anomalies, allowing for the detection of potential issues and malfunctions more quickly and with greater accuracy
- AI will automate technical support and incident escalation tasks as it is able to match incidents to previous similar incidents and resolutions, and escalate to relevant engineers with information that would help accelerate the resolution of these incidents

POSSIBLE JOBS TO MOVE INTO

For Associate Operations Centre Support Engineer/ Operations Centre Support Engineer

- [Cyber Risk Analyst \(Moderate\)](#)
- [Project Manager/Scrum Master \(Moderate\)](#)
- [SysOps Engineer \(Challenging\)](#)
- [DevOps Engineer \(Challenging\)](#)



Possible job roles to move into for: (Associate) Operations Centre Support Engineer



POSSIBLE MOBILITY OPPORTUNITIES

Cyber Risk Analyst



Project Manager/
Scrum Master



RATIONALE

- Job holders can leverage their experience in **monitoring systems and resolving technical incidents** to transit into this role. This is especially applicable for job holders who already have experience in handling security incidents, but additional skills in cybersecurity will be required.
- Job holders can leverage their **project management related skills** to transit into this role. This is especially applicable for job holders who already have experience in managing projects, but additional skills in team/ people management will be required.



TOP SKILLS MATCH

- Business Needs Analysis
- Cyber and Data Breach Incident Management
- Stakeholder Management
- Business Needs Analysis
- Process Improvement and Optimisation
- Project Management
- Stakeholder Management



TOP SKILLS GAP

- Audit and Compliance
- Cyber Forensics
- Cyber Risk Management
- Agile Coaching
- Business Risk Management
- Contract Management
- Data Analysis
- Solution Architecture

Possible job roles to move into for: (Associate) Operations Centre Support Engineer



POSSIBLE MOBILITY OPPORTUNITIES

SysOps Engineer

CHALLENGING



DevOps Engineer

CHALLENGING



RATIONALE

- Job holders can leverage their skills in **supporting systems, network and infrastructure operations** to transit into this role. This is especially applicable for job holders who have experience in supporting cloud-based operations.
- This mobility opportunity is more difficult as it requires additional skills in platform-based scripting which is more technical.
- Job holders can leverage their skills in **supporting systems, network and infrastructure operations** to transit into this role. Their experience in collaborating with stakeholders and working across hardware and software teams might be beneficial.
- This mobility opportunity is more difficult as it requires skills in software development and agile methodology (both technical and mindset changes).



TOP SKILLS MATCH

- Configuration Tracking
- Infrastructure Support
- Procurement
- Business Needs Analysis
- Configuration Tracking
- Project Management



TOP SKILLS GAP

- Application Development
- Communication
- Continuous Integration and Continuous Deployment
- Cloud Computing
- Infrastructure Deployment
- Infrastructure Design
- Network Administration and Maintenance
- Network Security
- Solution Architecture
- Virtual Collaboration
- Agile Software Development
- Automation Management
- Cloud Computing
- Continuous Integration and Continuous Deployment
- Data Design
- Network Configuration
- Software Design
- Software Testing
- Systems Design