Associate Systems Support Engineer/ Systems Support Engineer

HIGH

IN 3-5 YEARS

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

KEY TRENDS

- AI & Analytics
- Evolving IT Ecosystem

FUTURE TASK-LEVEL VIEW

- With the rise of Agile/CICD approach, the DevOps function will take over the tasks of overseeing service level agreements and developing new systems
- AI will support job holders in system performance optimisation by automating root cause analysis and providing preventive measures
- The development function will take over the tasks of managing and optimising system performance, bringing development and operation together to provide more holistic support

POSSIBLE JOBS TO MOVE INTO

For Associate Systems Support Engineer/ Systems Support Engineer

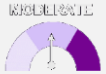
- DevOps Engineer (Moderate)
- SysOps Engineer (Moderate)
- Security Engineer (Challenging)

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



SysOps Engineer

Security Engineer

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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