

**SKILLS FRAMEWORK FOR WORKPLACE SAFETY AND HEALTH  
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

<b>TSC Category</b>	Technology Management					
<b>TSC</b>	Technology Infrastructure Management and Integration					
<b>TSC Description</b>	Evaluate latest available technologies to integrate into existing operations so as to improve customer service and reduce costs					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
			<b>WPH-TEM-3011-1.1</b>	<b>WPH-TEM-4011-1.1</b>	<b>WPH-TEM-5011-1.1</b>	
			Implement new technology infrastructures for integration into existing operations and analyse performance outcomes	Develop new technology infrastructures for integration into existing operations	Drive integration of new technology infrastructures into existing business operations and lead selection of new technologies for implementation	
<b>Knowledge</b>			<ul style="list-style-type: none"> <li>• Elements of technology infrastructures such as hardware, servers and systems</li> <li>• Local Area Networks (LANs) and Wide Area Networks (WANs)</li> <li>• Market trends in business improvement technology products</li> <li>• Features and capabilities of technologies</li> <li>• Security knowledge when monitoring user access</li> </ul>	<ul style="list-style-type: none"> <li>• Technology infrastructure integration frameworks</li> <li>• Interaction among application packages, databases, and middleware systems</li> <li>• New technologies requirements for system integration</li> <li>• IT security management frameworks</li> <li>• Industry standards and IT blueprints for performance and interoperability</li> </ul>	<ul style="list-style-type: none"> <li>• Technology infrastructure management</li> <li>• Technology infrastructure experience such as virtualisation, networking and directory services</li> <li>• IT security strategies</li> <li>• Network management</li> <li>• Data centre and support or IT infrastructure management</li> </ul>	

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<p><b>Abilities</b></p>			<ul style="list-style-type: none"> <li>Analyse areas for improvement in technology infrastructures</li> <li>Analyse new technologies for suitability of integration into existing technology infrastructures</li> <li>Analyse requirements for upgrades or changes through analysis of interoperability status of existing systems and applications</li> <li>Implement installations and configurations of infrastructures to meet business requirements</li> <li>Maintain technology infrastructures and monitor performance and capacity on a daily basis</li> <li>Implement IT security control procedures to ensure compliance, including verifying user accounts against approved user access matrix for security access</li> </ul>	<ul style="list-style-type: none"> <li>Review various products and vendors against system architecture requirements to determine the best IT solution</li> <li>Develop infrastructure plans to implement, configure and test integration of new technologies into existing technology infrastructures</li> <li>Review capabilities and reliability of integration of new technologies into existing technology infrastructures</li> <li>Review daily operations of technology infrastructures to ensure optimal use of system resources</li> <li>Facilitate periodic capacity planning and perform hardware and software upgrades of servers</li> <li>Review performance of IT security control procedures</li> </ul>	<ul style="list-style-type: none"> <li>Evaluate and select relevant tools and techniques for development of application infrastructure components</li> <li>Lead development and integration of new technology infrastructures</li> <li>Drive technology infrastructure integration plans across entire organisation through generating buy-ins from critical stakeholders</li> <li>Prioritise technology infrastructure deliverables</li> <li>Formulate IT security control procedures to ensure protection against known and potential threats</li> </ul>	
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