

Job Title	Specialist, Service Support
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Job Purpose and Content

The Specialist shall be responsible for supporting the division in reviewing, analysing and improving business systems and processes. This incumbent plays a crucial part in optimizing operations and ensuring that the division meets its objectives effectively.

The key responsibilities include:

- Review, evaluate and identify operational objectives by understanding the overall business operation (analysing the functions, collecting relevant data and evaluating output requirements)
- Create workflow charts and diagrams based on the operation requirements
- Prepare technical reports with summarised information, highlight relevant business trends and areas for improvement
- Implement continuous improvement to processes and systems through cyclical process of conducting ongoing reviews and analysis
- Identify problems and make necessary control recommendations
- Ensure projects are completed on time, within budget and meet required standards (including activities encompasses planning, coordination, oversight from start to finish, managing resources, budgets, timelines, contracts and communication to stakeholders).
- Prepare and update training materials
- Recommend well-structured data to the management for further analysis
- Conduct ad-hoc investigation or analysis for ongoing/one-time operational issues
- Other duties as assigned

Requirements

- Degree in Engineering or its equivalent with 5 years of related experience
- Proficient in Microsoft Office Applications
- Strong knowledge in Power BI preferred
- Strong communication and good interpersonal skills
- Meticulous, organized and resourceful team player
- Highly motivated individual who works independently with little supervision

We regret that only shortlisted candidates will be notified.

Job Title:

Date Created: 2 June 2025

Job Reference Number: