

SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – TECHNICAL SERVICES OFFICER				
<b>Sector</b>	Air Transport			
<b>Sub-Sector</b>	Airport			
<b>Track</b>	Technical Services			
<b>Occupation</b>	Technical Services Technician			
<b>Job Role</b>	Technical Services Officer			
<b>Job Role Description</b>	<p>The Technical Services Officer is responsible for the execution of preventive and corrective maintenance works for the upkeep of Ground Support Equipment (GSE). He/She assesses the overall functionality of GSE to determine maintenance needs and disposal plans. To maintain a safe working environment, he implements safety measures in the workplace and escalates safety and/or security breaches.</p> <p>The Technical Services Officer has a technical or engineering background in maintenance work and is familiar with the functions and uses of various GSE and vehicles. He also works in shifts to accommodate round-the-clock flight arrivals and departures. He is detail-oriented and is proficient at working with maintenance systems and tools. He is also physically strong to handle heavy equipment.</p>			
<b>Critical Work Functions and Key Tasks</b>	<b>Critical Work Functions</b>	<b>Key Tasks</b>		
	Provide technical maintenance services	Execute preventive maintenance and complex corrective maintenance such as overhaul of clutch systems		
		Provide technical knowledge on the maintenance and up-keeping of Ground Support Equipment (GSE)		
		Determine maintenance and up-keeping needs of GSE		
		Review the functionality of GSE		
	Uphold safety and/or security standards	Consolidate Beyond Economical Repair (BER) or obsolete GSE to be disposed or phased out		
		Interpret and follow safety and/or security standards for teams in the workplace		
		Escalate reports of breaches in safety and/or security standards to relevant authorities		
<b>Skills &amp; Competencies</b>	<b>Technical Skills &amp; Competencies</b>		<b>Generic Skills &amp; Competencies (Top 5)</b>	
	Accident and Incident Response Management	Level 2	Problem Solving	Basic
	Aircraft Turnaround Coordination	Level 2	Resource Management	Basic
	Airside Driving	Level 2	Leadership	Basic
	Change Management	Level 2	Decision Making	Intermediate
	Dangerous Goods Management	Level 2	Communication	Intermediate
	Ground Handling Services and Operations Management	Level 2		

	Ground Support Equipment Failure Analysis	Level 3	
	Ground Support Equipment Maintenance	Level 2	
	Ground Support Equipment Operations	Level 2	
	Ground Support Equipment Safety Audit Inspections	Level 2	
	Hazard and Risk Control and Policy Management	Level 3	
	Human Factors Management	Level 2	
	Human-Robot Collaboration	Level 2	
	Innovation Management	Level 2	
	International Air Transport Association Safety Audit for Ground Operations Implementation	Level 2	
	Internet of Things Application	Level 2	
	Learning and Development	Level 2	
	Process Improvement and Optimisation	Level 2	
	Stakeholder Management	Level 2	
	Technology Application	Level 2	
<b>Programme Listing</b>	For a list of Training Programmes available for the Air Transport sector, please visit: <a href="http://www.skillsfuture.sg/skills-framework/air-transport">www.skillsfuture.sg/skills-framework/air-transport</a>		

The information contained in this document serves as a guide.