

**SKILLS FRAMEWORK FOR AIR TRANSPORT
SKILLS MAP – EXECUTIVE (TECHNICAL SERVICES)**

Sector	Air Transport	
Sub-Sector	Airport	
Track	Technical Services	
Occupation	Technical Services Professional	
Job Role	Executive (Technical Services)	
Job Role Description	<p>The Executive (Technical Services) manages the full spectrum of technical maintenance operations for Ground Support Equipment (GSE). He/She oversees checks to ensure all technical maintenance works and disposal processes adhere to Standard Operating Procedures (SOPs) and provides technical advice on new GSE. He also monitors the achievement of work objectives and timelines against established maintenance plans. He develops action plans to address and prevent recurrence of safety and/or security breaches. He is also responsible for manpower deployment and developing on-the-job training programmes and workplace learning plans.</p> <p>The Executive (Technical Services) has expert knowledge of airport ground handling electronic and mechanical systems and maintenance processes. He is detail-oriented and able to manage various maintenance systems and tools. He also possesses excellent verbal and written communication skills to plan and develop training curriculum. The Executive (Technical Services) is adept in people management skills to oversee staff matters and ensure discipline during operations.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Provide technical maintenance services	Oversee checks to ensure technical maintenance work adheres to Standard Operating Procedures (SOPs)
		Review achievement of work objectives and timelines against established maintenance plans
		Advise on new Ground Support Equipment (GSE) to be used for ground handling operations
		Manage checks to ensure disposal processes adhere with SOPs
		Sign off documentation for disposal of Beyond Economical Repair (BER) or obsolete GSE before dissemination to higher management
		Deploy internal resources or external field representatives to perform technical maintenance operations
	Manage technical training needs	Develop technical training plans for the teams
		Assign Subject Matter Experts (SMEs) to be lead trainers
		Identify gaps in technical capabilities of the teams
		Identify future training needs based on new GSE to be deployed
	Uphold safety and/or security standards	Enforce a strong safety and/or security culture in the workplace
Address internal or external audit issues		

		Recommend action plans to prevent future safety and/or security breaches		
	Influence organisational development	Develop on-the-job training programmes		
		Develop workplace learning plans		
		Advise supervisors and/or team leads in the execution of new policies		
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)	
	Accident and Incident Response Management	Level 3	Leadership	Intermediate
	Aircraft Turnaround Coordination	Level 4	Resource Management	Intermediate
	Business Development	Level 4	Service Orientation	Intermediate
	Business Negotiation	Level 4	Communication	Intermediate
	Change Management	Level 4	Sense Making	Intermediate
	Crisis Communication and Media Management	Level 3		
	Customer Relationship Management	Level 4		
	Dangerous Goods Management	Level 4		
	Financial Planning and Budget Management	Level 3		
	Ground Handling Services and Operations Management	Level 4		
	Ground Support Equipment Failure Analysis	Level 4		
	Ground Support Equipment Maintenance	Level 4		
	Ground Support Equipment Operations	Level 4		
	Ground Support Equipment Safety Audit Inspections	Level 4		
	Hazard and Risk Control and Policy Management	Level 4		
	Human Factors Management	Level 4		
	Human-Robot Collaboration	Level 4		
	Innovation Management	Level 4		
	International Air Transport Association Safety Audit for Ground Operations Implementation	Level 4		

	Internet of Things Application	Level 4	
	Learning and Development	Level 4	
	Manpower Planning	Level 4	
	Process Improvement and Optimisation	Level 4	
	Service Innovation	Level 4	
	Stakeholder Management	Level 4	
	Standard Operating Procedures Development	Level 4	
	Technology Application	Level 4	
Programme Listing	For a list of Training Programmes available for the Air Transport sector, please visit: www.skillsfuture.sg/skills-framework/air-transport		

The information contained in this document serves as a guide.