

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

Sector	Air Transport	
Sub-Sector	Airport	
Track	Technical Services	
Occupation	Technical Services Manager	
Job Role	Manager (Technical Services)	
Job Role Description	<p>The Manager (Technical Services) leads the development of operational strategies to improve the effectiveness of technical maintenance operations. He/She manages cross-departmental requirements for maintaining Ground Support Equipment (GSE). He leads the procurement of new GSE and collaborates with external Original Equipment Manufacturers (OEMs) to conduct training for the teams. He also drives continuous improvement and business development initiatives through recommending new products and services that meet customers' needs. He develops Standard Operating Procedures (SOPs) and systems to mitigate safety and/or security risks and also develops the teams' technical capabilities and maintains positive morale within the teams.</p> <p>The Manager (Technical Services) possesses strong stakeholder management and people management skills to build relationships with stakeholders of the organisation and lead his staff and teams. He also has an in-depth understanding of airport ground handling maintenance processes, systems and tools. He possesses outstanding verbal and written communication skills as well as a high proficiency in strategic thinking to formulate new plans and systems to enhance and augment GSE maintenance operations for the organisation.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Provide technical maintenance services	Manage cross-departmental requirements for maintenance of Ground Support Equipment (GSE)
		Establish action plans to enhance the effectiveness of technical maintenance operations
		Approve disposal of Beyond Economical Repair (BER) or obsolete GSE
		Lead the procurement of new GSE
		Ensure quality management systems comply with International Organisation for Standardisation (ISO) standards
	Manage technical training needs	Collaborate with external Original Equipment Manufacturers (OEMs) to conduct training for the teams
		Appraise effectiveness of training provided to the teams
	Uphold safety and/or security standards	Identify safety and/or security risks and develop plans to mitigate identified risks
Develop systems to monitor adherence to safety and/or security standards		
Lead continuous improvement projects to improve safety and/or security in the workplace		
	Conduct interviews and make hiring decisions	

	Influence organisational development	Develop staff through capability development and coaching		
		Address complaints and key concerns impacting staff morale and performance		
		Lead change management in the organisation		
	Drive business development operations	Analyse customers' needs to modify products and services		
		Recommend new products and services to customers		
		Propose initiatives to enhance productivity and innovation		
	Build business network	Develop partnerships with airport agencies, authorities, customers and/or vendors		
		Work with diverse group of stakeholders to meet the needs of multicultural audiences		
	Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)
Accident and Incident Response Management		Level 3	Sense Making	Advanced
Aircraft Turnaround Coordination		Level 4	Decision Making	Intermediate
Business Development		Level 5	Resource Management	Advanced
Business Negotiation		Level 5	Service Orientation	Advanced
Change Management		Level 5	Developing People	Intermediate
Crisis Communication and Media Management		Level 4		
Customer Relationship Management		Level 5		
Dangerous Goods Management		Level 4		
Financial Planning and Budget Management		Level 4		
Ground Handling Services and Operations Management		Level 5		
Ground Support Equipment Failure Analysis		Level 5		
Ground Support Equipment Maintenance		Level 5		
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 5	
	Human-Robot Collaboration	Level 5	
	Innovation Management	Level 5	
	International Air Transport Association Safety Audit for Ground Operations Implementation	Level 5	
	Internet of Things Application	Level 5	
	Learning and Development	Level 5	
	Manpower Planning	Level 5	
	Process Improvement and Optimisation	Level 5	
	Service Innovation	Level 5	
	Stakeholder Management	Level 5	
	Standard Operating Procedures Development	Level 5	
	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.