

**SKILLS FRAMEWORK FOR ENERGY AND CHEMICALS
SKILLS MAP - SENIOR TECHNICAL SERVICE ENGINEER**

Sector	Energy and Chemicals			
Track	Technical Services, Application and Product Development			
Occupation	Technical Professional			
Job Role	Senior Technical Service Engineer			
Job Role Description	<p>The Senior Technical Service Engineer leads the implementation of technical support strategies and plans for the organisation's products and their applications to customers. This includes designing material and application tests to solve customers' problems for targeted industries, and managing the execution of technical service, application and product development-related projects with customers. He/She also leads the provision of product application-related presentations and training to external parties.</p>			
	<p>The Senior Technical Service Engineer reviews the properties and characteristics of the organisation's products against other products in the market, so as to explore new industrial applications with new or existing customers. He supervises the development of new products and applications, based on new technology applications. In addition, he coaches and mentors junior staff in the technical service team and is responsible for managing the team's performance to achieve organisational goals.</p>			
	<p>The Senior Technical Service Engineer leads a team and works in the laboratory and/or customers' sites. He collaborates closely with the application, Research and Development (R&D), and sales and marketing teams. He has a strong focus on providing excellent customer service, enjoys solving problems, has strong interpersonal skills, and possesses excellent project management and technical writing and presentation skills.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions		Key Tasks	
	Administer Workplace Safety and Health (WSH) and Environmental Management Systems (EMS)	Comply with WSH and EMS systems		
		Ensure risk assessments are conducted and control measures are implemented		
		Implement the Management of Hazardous Chemicals Programme (MHCP)		
	Manage application and product development	Review properties and characteristics of existing products against other products in the market		
		Supervise the development of new products, based on new technology applications		
	Manage technical services	Design material and application tests to solve customer problems for targeted industries		
		Lead on-site technical support to customers		
		Lead the provision of product application-related presentations and training to external parties		
		Maintain up-to-date knowledge of market requirements and technical developments within the industry		
Manage the execution of technical service, application and product development-related projects with customers				
Supervise technical modifications to the organisation's current products according to customers' requirements				
Administer staff and organisational development	Supervise troubleshooting activities for technical issues in existing products reported by customers			
	Adopt technologies to support virtual collaboration in remote locations			
	Coach and mentor staff			
	Manage team performance to achieve organisational goals			
Skills & Competencies	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Business Networking Management	Level 5	Communication	Advanced
	Change Management	Level 4	Problem Solving	Advanced
	Continuous Improvement Management	Level 4	Service Orientation	Advanced
	Environmental Management System Framework Development and Implementation	Level 3	Sense Making	Advanced
	Innovation Management	Level 4	Decision Making	Intermediate
	Laboratory Data Reporting and Analysis Management	Level 5		
	Laboratory Operations Management	Level 4		
	Materials Qualification	Level 4		
	Product Design and Development	Level 4		
	Product Testing Management	Level 5		
	Project Management	Level 5		
	Quality Control Management	Level 3		
	Sample Management	Level 4		
	Strategic Service Excellence Management	Level 4		
	Technical Presentation	Level 5		
	Technical Report Writing	Level 4		
Technical Services Management	Level 5			

Skills & Competencies	Training, Coaching and Assessment Management	Level 3	
	Workplace Safety and Health Framework Development and Implementation	Level 3	
	Workplace Safety and Health Hazard Identification and Risk Control Management	Level 4	
Programme Listing	For a list of Training Programmes available for the Energy and Chemicals sector, please visit: www.skillsfuture.sg/skills-framework/energyandchemicals		

The information contained in this document serves as a guide.