

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

Sector	Energy and Chemicals			
Track	Technical Services, Application and Product Development			
Occupation	Technical Professional			
Job Role	Technical Service Engineer			
Job Role Description	<p>The Technical Service Engineer provides technical advice and consultation on products and their applications to customers. This includes executing technical service, application and product development-related projects with customers, troubleshooting issues on products reported by customers, and performing modifications to products to suit customers' requirements.</p>			
	<p>The Technical Service Engineer possesses a sound understanding of the organisation's products in relation to other products in the market, and supports the development of new products based on new technology applications. He/She conducts product application-related presentations and training to external parties. In addition, he conducts all work activities in compliance with Workplace Safety and Health (WSH) and Environmental Management System (EMS) requirements.</p>			
	<p>The Technical Service Engineer is able to work independently in the laboratory and/or at the customers' sites. He collaborates closely with the application, Research and Development (R&D), and sales and marketing teams. He is customer-oriented, a good team player, enjoys solving problems and possesses strong project management, 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		
		Conduct activity-based risk assessments		
		Implement the Management of Hazardous Chemicals Programme (MHCP)		
	Manage application and product development	Analyse properties and characteristics of existing products against other products in the market		
		Support the development of new products, based on new technology applications		
	Manage technical services	Implement material and application tests to solve customer problems for targeted industries		
		Maintain up-to-date knowledge of market requirements and technical developments within the industry		
		Perform technical modifications to current products according to customers' requirements		
		Provide on-site technical support to customers		
Provide product application-related presentations and training to external parties				
Support the execution of technical service, application and product development-related projects with customers				
Administer staff and organisational development	Troubleshoot technical issues in existing products reported by customers			
	Adopt technologies to support virtual collaboration in remote locations			
Skills & Competencies	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Change Management	Level 4	Communication	Intermediate
	Continuous Improvement Management	Level 3	Sense Making	Intermediate
	Environmental Management System Framework Development and Implementation	Level 3	Decision Making	Intermediate
	Laboratory Data Reporting and Analysis Management	Level 4	Problem Solving	Intermediate
	Laboratory Operations Management	Level 4	Service Orientation	Intermediate
	Materials Qualification	Level 3		
	Product Design and Development	Level 4		
	Product Testing Management	Level 4		
	Project Management	Level 4		
	Quality Control Management	Level 3		
	Sample Management	Level 4		
	Strategic Service Excellence Management	Level 4		
	Technical Presentation	Level 4		
	Technical Report Writing	Level 4		
	Technical Services Management	Level 4		
	Workplace Safety and Health Framework Development and Implementation	Level 3		
Workplace Safety and Health Hazard Identification and Risk Control Management	Level 3			
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.