

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

Sector	Energy and Chemicals			
Track	Technical Services, Application and Product Development			
Occupation	Manager			
Job Role	Technical Service Manager			
Job Role Description	<p>The Technical Service Manager is accountable for managing the provision of technical services to customers and business partners in a cost-effective and timely manner, to win and sustain projects as part of the organisation's customer strategy and to meet business objectives. He/She provides technical expertise in troubleshooting technical issues in products reported by customers.</p> <p>The Technical Service Manager has an acute understanding of market trends and other products in the market. He formulates strategies to ensure the competitiveness of the organisation's products in the market, and drives the development of innovative products and targeted applications to exploit market opportunities and meet customer needs. He profiles the organisation's technical leadership and branding through research and presentations at scientific and industry events and seminars. In addition, he coaches and mentors the application and technical service teams and ensures that projects for technical service, application and product development are appropriately resourced and prioritised to meet business goals.</p> <p>The Technical Service Manager works closely with the Research and Development (R&D) and sales and marketing teams, and establishes strong links with the external scientific community. He is committed to delivering excellent service for the organisation, leads his department effectively to deliver projects, and possesses excellent interpersonal, communication, and technical writing and presentation skills.</p>			
	Critical Work Functions		Key Tasks	
	Administer Workplace Safety and Health (WSH) and Environmental Management Systems (EMS)		<p>Endorse risk assessments for application and/or technical service-related activities</p> <p>Ensure compliance with WSH and EMS systems at the department level</p>	
Manage application and product development		<p>Establish strong links with the external scientific community, including academia, trade associations and professional bodies</p> <p>Formulate strategies for new and innovative product development</p> <p>Formulate strategies in reviewing existing products to ensure competitiveness in the market</p>		
Manage technical services		<p>Drive technical learning to ensure the organisation's technical leadership in the market</p> <p>Endorse the design of material and application tests to solve customers' problems for targeted industries</p> <p>Manage product application-related presentations and training to internal and external customers</p> <p>Manage technical modifications to current products according to customers' requirements</p> <p>Manage the provision of technical services to customers in a cost-effective and timely manner</p> <p>Provide technical expertise in troubleshooting technical issues</p> <p>Secure long-term and sustainable projects with customers to meet business goals</p>		
Administer staff and organisational development		<p>Manage department level resources and budgets</p> <p>Coach and mentor staff</p> <p>Contribute to business continuity planning, implementation and execution</p> <p>Drive departmental performance to achieve organisational goals</p> <p>Drive the adoption of technologies to support virtual collaboration in remote locations</p> <p>Review and endorse continuous improvement initiatives and activities</p>		
Skills & Competencies	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Budget Management	Level 5	Interpersonal Skills	Advanced
	Business Continuity Management	Level 5	Problem Solving	Advanced
	Business Networking Management	Level 5	Service Orientation	Advanced
	Business Planning Management	Level 5	Communication	Advanced
	Change Management	Level 5	Leadership	Advanced
	Continuous Improvement Management	Level 5		
	Environmental Management System Framework Development and Implementation	Level 4		
	Innovation Management	Level 4		
	Laboratory Data Reporting and Analysis Management	Level 5		
	Laboratory Operations Management	Level 5		
	Materials Qualification	Level 5		
	Organisational Analysis Management	Level 5		
Organisational Resource Management	Level 5			

Skills & Competencies	Procurement Management	Level 5	
	Product Design and Development	Level 5	
	Product Testing Management	Level 5	
	Staff Development Management	Level 5	
	Staff Management	Level 5	
	Strategic Service Excellence Management	Level 5	
	Technical Presentation	Level 6	
	Technical Services Management	Level 6	
	Training, Coaching and Assessment Management	Level 5	
	Workplace Safety and Health Framework Development and Implementation	Level 4	
	Workplace Safety and Health Hazard Identification and Risk Control Management	Level 5	
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.