

Technical Officer

JOB ROLE DESCRIPTION

The Technical Officer ensures that facilities are safe and functional by reviewing their preventive and corrective maintenance activities in compliance with quality and safety standards and regulations. He/She leads technical investigations in the cases of fault calls and conducts risks assessments to ensure compliance with Workplace Health and Safety (WSH) practices. He also liaises with third party service deliverers to ensure maintenance or repair works provided are carried out in a timely manner.

He has sound technical knowledge required for facility maintenance and is a competent problem solver. He works at designated sites and may be deployed to other properties or locations.

CRITICAL WORK FUNCTIONS AND KEY TASKS/PERFORMANCE EXPECTATIONS		
CRITICAL WORK FUNCTIONS	KEY TASKS	PERFORMANCE EXPECTATIONS
Manage facility operations	• Review preventive and corrective maintenance works to ensure adherence to quality and safety standards, procedures and regulations • Lead technical investigations in response to fault calls • Review documentation on procedures and schedules of maintenance works • Track consumable and non-consumable items • Supervise maintenance or repair works of third party service providers • Prepare technical reports on service quality and user-raised feedback	In accordance with: • Building Control Act • Building Maintenance and Strata Management Act • Electricity Act • Environmental Public Health Act and Regulations • Fire Safety Act • Public Utilities Act • Public Utilities (Water Supply) Regulations • Sewerage and Drainage Act • Sewerage and Drainage (Surface Water Drainage) Regulations • Workplace Safety and Health Act Note: Performance Expectations are non-exhaustive and subject to prevailing regulations
Drive safety and sustainability	• Conduct risk assessments in accordance to regulatory and organisational Workplace Safety and Health (WSH) policies and practices • Support WSH accident, near misses and incident investigations • Conduct risk assessments in accordance to Environmental Management System (EMS) standards and practices • Analyse environmental sustainability performance data from the Facility Management System (FMS) to identify opportunities for improving sustainability	
Drive continuous improvement initiatives	• Engage in continuous improvement initiatives to improve time, cost and quality management • Provide inputs on the use of latest smart facilities management trends or technologies	

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TECHNICAL SKILLS AND COMPETENCIES			
Air Conditioning and Mechanical Ventilation Systems Maintenance	Level 2	Integrated Digital Delivery Application	Level 2
Building Management System Implementation and Control	Level 2	Inventory Management	Level 3
Civil Structure Maintenance	Level 2	Lift Systems Maintenance and Management	Level 2
Condition-based Assets Monitoring Management	Level 2	People Management	Level 3
Continuous Improvement Management	Level 2	Quality System Management	Level 2
Drainage, Plumbing and Sanitary Systems Maintenance	Level 2	Robotic and Automation Technology Application	Level 2
Electrical and Electronic Systems Maintenance	Level 2	Smart Facilities Management	Level 2
Emergency Response Management	Level 2	Stakeholder Management	Level 3
Engineering Drawing Interpretation and Management	Level 2	Technical Inspection	Level 2
Escalator and Travellator Systems Maintenance and Management	Level 2	Technical Writing	Level 2
Facilities Shut-down and Re-start	Level 2	Technology Application	Level 2
Fire Protection System Maintenance	Level 3	Value Engineering	Level 2
Green Facilities Management	Level 2	Workplace Safety and Health Culture Development	Level 2
Incident and Accident Investigation	Level 2	Workplace Safety and Health Framework Development and Implementation	Level 2
GENERIC SKILLS AND COMPETENCIES (TOP 5)			
Problem Solving	Intermediate	Interpersonal Skills	Basic
Decision Making	Intermediate	Computational Thinking	Basic
Resource Management	Basic		