

7.2.1 Job Dashboards

Facilities Technician

Megatrends impacting the Job Role in Short to Medium-Term

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|----------|----------------|---------------------------------------|----------------------|
| COVID-19 | Multi-Skilling | Value Chain Aggregation & Integration | Workforce Challenges |
|----------|----------------|---------------------------------------|----------------------|

Technology Trends impacting the Job Role in Short to Medium-Term

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|---------------------------|----------------------|---------------------|--------------|
| BIM Technology | Blockchain | Data Analytics & AI | Digital Twin |
| Remote Monitoring | RPA | Robots & Automation | VR/AR |
| 5G, IoT & Smart Buildings | Modular Construction | | |

Impact Assessment

M

MEDIUM

degree of change in tasks

Today

This job role ensures that facilities are safe and functional by performing preventive and corrective maintenance activities, and technical troubleshooting for mechanical and electrical issues in compliance with the quality and safety standards, regulations and organisational Workplace Safety and Health (WSH) practices.

In the Future

This job role may see technology **enhance the efficiency and accuracy in planning preventive and corrective maintenance activities**, through obtaining better data insights and predictions from the use of technology (e.g., sensors). Job holders may thus see **greater emphasis on resolving technical investigations in a timely manner**, and need an understanding of technology application in completing documentation and providing summary reports. Job holders may see **continued focus on compliance to relevant requirements** (e.g., sustainability and regulatory).

| Job Tasks Today | Impact at Task-level / Future view of Job Tasks | | Time Horizon |
|--|---|--|--------------|
| Perform facility operations activities | M | <ul style="list-style-type: none">Job holders will continue to perform maintenance works, and may see a rise in preventive maintenance tasks due to greater availability of building data that is enabled by technology (e.g., 5G, IoT & Smart Buildings).Job holders may also leverage technology (e.g., Robots & Automation) to support maintenance work, and will need competency to operate them.Digital tools (e.g., Data Analytics & AI, RPA) can augment the documentation on procedures and schedules of maintenance works and accelerate the completion process. | Short-term |
| Engage in continuous improvement | M | <ul style="list-style-type: none">Job holders will need to be equipped with operational capability for application of smart facilities management trends or technologies, to continue providing inputs for improvement within the facility. | Short-term |

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The following TSCs/CCSs have been identified as in-demand/emerging for the job role going forward:

| In-demand Technical Skills and Competencies | | |
|---|---|-----------------------------|
| Green Facilities Management | Robotic and Automation Technology Application | Smart Facilities Management |
| Emerging Technical Skills and Competencies | | |
| Critical Thinking | | |
| Emerging Critical Core Skills | | |
| Digital Fluency | | |