

7.2.1 Job Dashboards

Technical Officer

Megatrends impacting the Job Role in Short to Medium-Term

COVID-19	Multi-Skilling	Value Chain Aggregation & Integration	Workforce Challenges
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Technology Trends impacting the Job Role in Short to Medium-Term

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 reviews the facility’s preventive and corrective maintenance activities, leads technical investigations, conducts risks assessments to ensure compliance with Workplace Health and Safety practices, and liaises with third-party service deliverers to ensure timely maintenance or repair works.

In the Future

This job role may leverage technology to ensure the compliance of maintenance activities with quality and safety standards and regulations, using sensors and data analytics to track potential non-compliance. Job holders may need an **understanding of technology’s application in performing remote supervision and inventory tracking**, thus allowing for greater emphasis on leading timely resolutions of technical investigations. Job holders may also need to **enhance existing technical knowledge** by keeping abreast of trends and technologies, and **familiarising themselves with potential new facility types and associated maintenance**, and a 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
Review and supervise facility operations activities	M	<ul style="list-style-type: none">Job holders may need competencies in operating digital tools that enable remote inspection and supervision (e.g., Remote Monitoring) and interpreting data insights from maintenance work to review work progress.Job holders may also need capabilities to understand and interpret digital tools that track maintenance or repair works to supervise work progress of third party service providers.	Short-term
	H	<ul style="list-style-type: none">Tracking of consumable and non-consumable items data may be automated by technologies (e.g., IoT & Smart Buildings, RPA).	Short-term
Conduct safety and sustainability assessments	M	<ul style="list-style-type: none">In lieu of the trend towards sustainability, job holders may see increasing emphasis on identifying sustainability improvement opportunities, and will need data analysis capabilities to draw insights from performance data.	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	Data Collection and Analysis	Environmental Sustainability Management
Emerging Critical Core Skills		
Communication	Digital Fluency	