Logistics Contracts Analyst / Logistics Operations Analyst

LOGISTICS SOLUTIONING AND PROGRAMME MANAGEMENT

Technology solutions impacting this job…

This job role is impacted by **all 13 technology solutions** identified across warehousing, transportation, freight forwarding, and sales and customer service.

Impact assessment…

MEDIUM degree of change in tasks

A small proportion of the job tasks will be substituted by technology solutions, with human intervention required only for high value-adding tasks instead of routine, repetitive tasks

*Within **3 to 5 years**, the role will potentially…*

REQUIRE REDESIGN

Today, this job role is responsible for analysing customer requirements, supporting the implementation of logistics solutions, and executing logistics programmes / processes / operations on behalf of customers.

Job tasks today	Impact at task-level / Future view of job tasks	
Execute supply chain operations for customers	M	• Sensor data coupled with reporting capabilities of digital platforms e.g. WMS / TMS will provide end-to-end visibility to augment the coordination of supply chain operations. I4.0 technology solutions will enable autonomous operations for manual activities. • Focus will shift to exercising oversight and identifying potential risks for supply chain operations using data and analytics.
Perform data analysis and research	M	• AI (NLP) will be applied to research to decode large volumes of data, thus reducing the effort required in data categorisation, reporting and analytics. • Focus will shift to application of research findings to logistics operations. Problem-solving and critical thinking remain crucial.
Deliver services that meet customer requirements	M	• Virtual chatbots will augment customer service tasks to maintain the relationship element while driving down the cost-to-serve. It will also empower customers with the tools to self-serve.
Perform administrative support for project management	M	• Digital platforms will enable transparency and communication of project schedules, quality and risk plans in day-to-day project management. • The job role will continue to require human intervention for people and stakeholder management

In the next **3 – 5** years…	As customers incorporate advanced technologies in logistics operations, this role will need to be adept at **implementing, troubleshooting and leveraging insights from industry 4.0 technology solutions** across warehousing, transportation, and freight forwarding. There will also be more focus on data analytics and research.

Emerging skills

The job holder will need to be adept at end-to-end implementation of advanced I4.0 technology solutions across various logistics functions. This will require reskilling on:

• Advanced Digital Acumen
• Artificial Intelligence Application
• Automation Management
• Internet of Things Application
• Threat Intelligence and Detection
• Business Advisory
• Knowledge Management
• Systems Thinking
• Collaboration
• Complex Problem Solving
• Decision Making

EY