

Assistant Director/Senior Manager (Digital Systems and
Technology), SITLEARN Professional Development
Singapore Institute of Technology

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Downloaded On: May. 12, 2024 5:55am

Posted Nov. 14, 2023, set to expire Jul. 5, 2024

Job Title Assistant Director/Senior Manager (Digital Systems and
Technology), SITLEARN Professional Development
Department SITLEARN Professional Development
Institution Singapore Institute of Technology
Singapore, , Singapore

Date Posted Nov. 14, 2023

Application Deadline Open until filled

Position Start Date Available immediately

Job Categories Associate/Assistant Director

Academic Field(s) Computing/Informational Services

Job Website <https://careers.singaporetech.edu.sg/cw/en/job/498552/assistant-directorsenior-manager-digital-systems-and-technology-sitlearn-professional-development>

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Job Description

Assistant Director/Senior Manager (Digital Systems and Technology), SITLEARN Professional Development

Job no: 498552

Department: SITLEARN Professional Development

Contract type: Permanent

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SITLEARN Professional Development is the lifelong learning division of SIT. We offer competency-based stackable micro-credentials, as well as stackable and standalone Continuing Education and Training (CET) courses, for working adults to upgrade their skills and knowledge for the workplace. We aim to be a key CET partner in Singapore, supporting the SkillsFuture movement by cultivating thinking tinkerers, lifelong learners, and catalysts for workforce transformation. SITLEARN Professional Development is also a forward-thinking and innovative division with a social mission for lifelong learning.

We are therefore seeking a Head (Digital Systems and Technology) to lead a small team and take charge in innovating and further optimising our operational processes through use of digital systems, tools and technologies. The job holder will play an important role in the transformation of SITLEARN processes, involving various divisional branches, to enhance efficiency, productivity and user experience while not comprising on governance.

The job holder will also be in charge of managing our current Training Management System (TMS) and a new system that SIT is working on with a vendor from 2023 to 2027. This new system will integrate customer relationship management (CRM) and student management system (SMS) for the competency-based stackable micro-credential pathway. The new system will also be linked to SkillsFuture Singapore's TP Gateway and be eventually enhanced in scope to also handle CET course provisions including billing and invoicing.

The job holder will also oversee policies related to user role approvals, data governance and compliance to Personal Data Protection Act (PDPA) in our systems.

Job Responsibilities:

1. Digital Transformation:

- Identify and evaluate opportunities for digital transformation within various processes that involve our Business Development branch, Marketing & Insights branch, Programme Management and Operations branch, Grant Services and Audit branches as well as with Finance division.
- Develop and implement digital strategies to drive process optimisation, automation, and innovation using digital systems and technologies.
- Collaborate with cross-functional teams to ensure alignment and adoption of digital solutioning.

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2. **Training Management System (TMS):**

- Manage the team involved in day-to-day operations of the existing TMS (i.e. CET+ System).
- Collaborate with Project Management Team to triage, manage and resolve issues arising from the TMS.
- Engage SSG and TMS vendor on issues pertaining to our CET+ System.

3. **New CRM/SMS system:**

- When the new CRM/SMS System is ready for deployment after its Minimum Viable Product/Release 1 phase, to work with the vendor and Digital Transformation to eventually retire the existing CET+ System and enhance the new CRM/SMS System from Release 2 phase to incorporate CET stackable and standalone CET courses.
- Provide service support to CRM/SMS learners in their course registration and applications.

4. **Data Governance:**

- Oversee data protection measures, data governance, processes and policies under SITLEARN and work with Marketing & Insights branch and Digital Transformation Office on issues related to PDPA to strengthen division's compliance to PDPA and mitigate data risks.
- Oversee data patch policies and administration management to maintain data integrity and security in our existing TMS and future CRM/SMS system.

5. **User Role Management:**

- Stipulate and streamline user roles and access controls in various systems.
- Manage and approve user access permissions and roles in our TMS system.
- Work with the team to ensure compliance with security and privacy regulations.

6. **Digital CET certificates:**

- Implement digital certification process using OPENCERT platform working with CIT and Registrar's Office, so as to issue temper-proof CET certificates for all courses offered and run by

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SITLEARN.

7. Team Supervision:

- Lead, mentor, and motivate a small team responsible for various work functions under the branch.
- Set performance goals, conduct regular performance reviews, and provide professional development opportunities.
- Foster a collaborative and innovative team culture.
- Work with other Group/Branch heads within SITLEARN and with other corporate divisions including CIT to achieve common goals and project objectives.

8. Support any other administrative duties or projects as required and assigned by Group Head (Operations) or HOD/SITLEARN.

Requirements

- A Bachelor's Degree in Computer Science, Infocomm Technology, Computer or other related Engineering,
- Experience in digital transformation, process optimisation/improvement, and technology adoption is highly desirable.
- Experience with Training Management Systems and data management is also highly desirable.
- Experience in collaborating with multiple stakeholders is a plus.
- Participated in IT projects as business user, providing requirements and analysis, working with IT vendors and testing of final product, and having strong analytical, conceptualisation and problem-solving skills on IT systems.
- Strong project management, leadership and communication skills.
- Understanding of data security and compliance regulations.
- Comfortable working in a fast-paced, busy, and somewhat stressful environment while working under pressure and meeting deadlines.

If you wish to be challenged to contribute towards our next bound of CET journey, lead our divisional digital transformation efforts, drive digital systems and technology projects involving automation and digitalisation to improve productivity for our division, and manage a small team, you are welcome to apply for the aboveforsaid post.

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Advertised: 10 Nov 2023 Singapore Standard Time

Applications close: 29 Dec 2023 Singapore Standard Time

Contact Information

Please reference Academickeys in your cover letter when
applying for or inquiring about this job announcement.

Contact

Singapore