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Singapore



PR/095191 | Manager, Technical & Support

Job Information

Recruiter

JAC Recruitment Singapore

Job ID

1538326

Industry

Petrochemical, Energy

Job Type

Permanent Full-time

Location

Singapore

Salary

Negotiable, based on experience

Refreshed

May 1st, 2025 20:15

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Company and Job Overview

A reputed energy company is looking for an experienced Technical Support Manager to set the strategic direction and overseeing the technical support operations for residential, commercial, and industrial gas customers. Reporting to the Head of Department, the role ensures the safe, efficient, and compliant delivery of technical services across gas infrastructure, equipment maintenance, and customer support. While managers handle the operational execution, the Senior Manager focuses on leadership, policy control, and continuous improvement. This role serves as the key liaison between internal teams, external stakeholders, and senior management to ensure alignment with department goals and organizational objectives.

Responsibilities

1. Strategic Leadership

Provide high-level direction for technical and support operations across residential, commercial, and industrial gas

customers, ensuring alignment with organizational goals.

Oversee the formulation and enforcement of policies and procedures, ensuring compliance with industry standards and regulatory requirements.

Guide operational managers in executing strategic initiatives and achieving service excellence while maintaining operational efficiency.

2. Team Leadership & Development

Lead and mentor managers who oversee engineers, field technicians, and support staff, ensuring the teams meet performance and service standards.

Support managers in workforce planning, rostering, and manpower allocation to ensure service demands are met across customer segments.

Drive career development and ensure that training and certification programs are aligned with industry requirements.

Cultivate a culture of safety, collaboration, and customer service excellence within the department.

3. Customer-Focused Strategy

Provide strategic oversight to ensure effective technical troubleshooting and on-site support for customer installations, gas meters, regulators, and appliances.

Ensure that service requests, complaints, and escalations are handled effectively by the team, with a focus on long-term solutions.

Collaborate with customer service teams to incorporate technical feedback into broader service improvements.

4. Process & Service Improvement

Identify opportunities for improving workflows, fault reporting, and issue resolution processes, delegating implementation to operational managers.

Ensure that SOPs, safety protocols, and operational checklists are regularly updated to reflect industry best practices.

Monitor service data trends and guide managers in implementing preventive measures for recurring issues.

5. Compliance & Safety

Ensure that technical support operations are fully compliant with internal safety standards, gas regulations, and licensing conditions.

Provide strategic oversight for incident investigations, safety audits, and risk assessments, collaborating with managers to implement corrective actions.

Promote safety awareness and ensure that field teams follow established work procedures and use of PPE.

6. Coordination & Communication

Act as the key point of communication between technical operations and the Head of Department, providing strategic updates and performance reports.

Work closely with Operations, Projects, HSSE, and Customer Service teams to ensure smooth service continuity and support project execution.

Guide the preparation of reports on department performance, issue trends, and resource needs for senior management.

7. Vendor & Asset Management

Oversee the strategic management of external contractors, vendors, and service providers to ensure work quality and adherence to specifications.

Monitor inventory levels of tools, spare parts, and technical equipment, ensuring that operational teams have the resources needed for uninterrupted service delivery.

Recommend and guide the adoption of new tools, technologies, or systems to enhance efficiency and effectiveness.

Qualifications & Experience:

Bachelor's degree in mechanical, Electrical, or Instrumentation Engineering, or a related field.

7–10 years of experience in technical operations or field support within the gas, utilities, or energy sector, with at least 3 years in a managerial or senior leadership role.

Strong understanding of gas distribution systems, customer installations, and technical support operations across residential, commercial, and industrial sectors.

Proven experience in strategic leadership, policy development, and cross-functional coordination.

Excellent leadership, communication, and team development skills.

Familiarity with industry quality standard ISO 9001 regulatory compliance standards will be added advantage.

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