

JOB DESCRIPTION (Career Kickstarter)

Designation	System Support and Engagement Associate
School/Department	Student Development & Alumni Affairs
Number of Position	1
Duration of Role	9 to 11 months

KEY RESPONSIBILITIES

This role is to assist in the IT Project data management, automation development activities and department-wide administrative support.

- Assist in managing UAT, bugs fixing and enhancement required for the department's in-house CCA operations app.
- Maintain and create new functions of the app using Microsoft Power Apps, Power Automate, Dataverse, Power BI and Power Platform Admin Centre.
- Manage backend administration of the CCA operations app.
- Prepare simple documentation, user guides, technical notes, and handover materials for future maintenance.
- Develop new automation solutions using MS Power Apps, Power Automate to streamline workflows and work processes.
- Assist in data cleaning and migration for the CCA and Alumni databases.
- Assist in department events and projects.

PREREQUISITES

- Qualifications in IT, Big Data & Analytics or equivalent.
- Proficient in Microsoft Power Platform, especially Power Apps, Power Automate, Dataverse, Power BI, and Power Platform Admin Centre.
- Proficient in Microsoft Excel, and other spreadsheet tools (including Power Query for data cleaning and migration tasks).
- Able to build Canvas Apps from scratch using Power Apps.
- Prior experience with low-code/no-code app development or internal system support would be an advantage.
- Effective presentation skills
- Good interpersonal skills with the ability to collaborate across teams.
- Analytical thinking with attention to detail.
- Able to manage multiple priorities and meet deadlines.
- Positive attitude and willingness to learn.
- Able to work independently with minimal supervision when required.