

JOB DESCRIPTION

(Career Kickstarter)

Designation	System Support and Engagement Associate (Process Automation and Workflows)
School/Department	Student Development & Alumni Affairs (SDAA)
Number of Position	1
Duration of Role	9 – 11 months

KEY RESPONSIBILITIES

The System Support and Engagement Associate will support SDAA's digitalisation work. The role will help maintain in-house CCA operation workflows, improve data quality and develop simple automation solutions that make work easier, faster and more reliable.

Core duties include:

- supporting user acceptance testing (UAT), troubleshooting and enhancement work for SDAA's CCA operation workflows
- maintaining backend administration and developing new functions for the application using Microsoft Power Apps, Power Automate, Dataverse, Power BI and the Power Platform Admin Centre
- working with users to understand current processes, identify pain points and develop practical improvements
- designing, building, testing and maintaining automated workflows, digital forms, approvals, trackers, dashboards and notifications using Microsoft 365, Power Platform, approved connectors and relevant apps
- assisting with data cleaning, validation and migration for the CCA and Alumni databases, using Excel, Power Query and other approved tools
- preparing clear process maps, user guides, technical notes and handover materials to support future maintenance and continuous improvement
- monitoring deployed solutions, gathering user feedback and making improvements where needed
- ensuring that work is carried out in line with the IHL's data protection, information security, records-management and technology policies
- assisting with department-wide events, projects and other administrative work, as assigned by the reporting officer.

PREREQUISITES

- Qualifications in Information Technology, Big Data and Analytics, Business Information Systems, Engineering, or a related discipline. Fresh graduates are welcome to apply.
- Good working knowledge of Microsoft Power Platform, especially Power Apps, Power Automate, Dataverse, Power BI and the Power Platform Admin Centre.
- Proficiency in Microsoft Excel and other spreadsheet tools. Familiarity with Power Query for data cleaning and migration work is an advantage.
- Ability to build or enhance Canvas Apps using Microsoft Power Apps.
- Familiarity with automated workflows, approvals, notifications, reminders, data updates and simple integrations through approved connectors.
- Prior experience in low-code or no-code application development, process automation or internal system support is an advantage. School projects, internships and personal projects are relevant.
- Ability to understand users' needs, turn them into workable solutions and explain solutions in clear, simple language.
- Good analytical and problem-solving skills, with care for detail, data accuracy and the user experience.
- Effective communication, presentation and interpersonal skills, with the ability to work well across teams.
- Ability to organise work, manage multiple priorities and meet agreed timelines.
- A positive, service-oriented approach, with the ability to work independently when required and a willingness to learn.
- Basic awareness of data protection and information security requirements is an advantage.