

Role: Business Support Executive (1 Year Renewable)

Summary:

The Business Support Executive provides professional, timely, and accurate operational support to the Services & Solutions Business (SSB). The role is responsible for reporting, administrative coordination, and operations support, including maintaining SSB's internal reporting systems built on Power Apps and Power BI (e.g., Productivity Dashboard, SSB Utilization Dashboard). The role plays a critical part in ensuring that SSB's operational processes, deployment activities, and service delivery to customers run smoothly and efficiently.

Responsibilities:

Business Support – Reporting & Monitoring:

- Manage and provide monthly reports to key stakeholders:
 - Consolidated Oracle Time and Labor (OTL) report for internal review and submission to FMO for project cost allocation
 - Labour Utilisation Dashboard for delivery resources relating to BS Services and BS Solution projects to SSB senior leadership team
- Manage highly confidential project financials in compliance with corporate information security policies
- Support project cost management for identified key projects by monitoring actual vs. planned expenditures to ensure accountability and cost efficiency.

Business Support – Service Deployment Activities:

- Coordinate and track online software and professional services deployment through the SSB Operations Hub for all Business Solutions portfolios
- Manage customer inventory assets (e.g., card readers, media kits, software media) including proper identification, tracking, and stock draw-down support for engineers.

Departmental Digital Transformation Initiatives:

- Participate in business process improvement initiatives and cross-functional operations projects.
- Serve as a system administrator and validator for SSB OneConnect (OneInvoice: eApproval module for 3rd party invoices / OneTime).
- Administer and support SSB digital systems
 - Solutions & Services Productivity Dashboard (PowerApps & Power BI)
 - Solutions & Services Utilization Dashboard (PowerApps & Power BI)

- Solutions & Services Project Code Assignment (Power Automate & PowerApps)

Programme and Events Management:

- Coordinate logistics for internal SSB events, meetings, and workshops, including venue arrangements, participant communications, and preparation of materials.
- Ensure compliance with internal policies, processes, and audit requirements.
- Support additional stretch assignments as part of professional development and exposure across FBSG (as required).

Requirements:

- NITEC in Business Administration, Information Technology, fresh graduates are welcome to apply.
- Proficiency in Microsoft Office applications
- Proficiency in Power Apps, Power BI, and Power Automate will be an advantage
- Strong analytical, organizational, and problem-solving skills.
- Good written, verbal, and interpersonal communication abilities.
- High attention to detail and ability to manage multiple tasks simultaneously.
- Demonstrated discretion with handling confidential information.
- Ability to exercise judgement and initiative in response to enquiries.
- Proficiency in data analytics tools and techniques to identify trends and support department objectives.