

# SMRT Thomson-East Coast Line Industry Preview & Career Fair 2019

## JOB LISTING BOOKLET



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**Date : 8 April 2019 (Mon)**  
**Time: 10.00am – 4.00pm**



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## #1 SMRT TEL

SMRT Thomson-East Coast Line Pte Ltd was incorporated in 2017 to operationalise the new Thomson-East Coast Line which is scheduled to open in stages from 2019. The Thomson-East Coast Line (TEL) will span 43km and add 31 new stations to the existing rail network, with seven interchange stations linking the TEL to all five existing MRT lines. Besides enhancing connectivity between the north, central and eastern parts of Singapore, the TEL will strengthen the resilience of our rail network by providing alternative travel routes for commuters on other lines.

Job Positions	Pre-requisites	Key Responsibilities	Working Hours / Location
<b>Rail Service Manager</b>	<ul style="list-style-type: none"> <li>Degree or Diploma in any Discipline including Hospitality and Service Management</li> <li></li> </ul>	<ul style="list-style-type: none"> <li>Assessing and coaching a team of CMTs and ASMs performance on driving skills and technical knowledge, safety and security procedures</li> <li>Lead and motivate a team of CMTs and ASMs</li> <li>Respond to incidents and emergencies and takes on the role of Incident Officer / Assistant Incident Officer. He will investigate and report on Fault &amp; Delays, passenger complaints and other incidents within the TEL system.</li> <li>Respond to Fire Alarm at station during night shift and generating reports for the occurrence,</li> <li>Conduct Practical Refreshers for TEL Station Operations staff on drills such as Defect Handling, Coupling/Uncoupling (Rescue Operation), Coded Manual Refresher Driving and Handling point failure training after revenue hour,</li> <li>Conduct Train Training for new station staff undergoing Supervised Field Training (SFT)</li> </ul>	<ul style="list-style-type: none"> <li>Island wide</li> </ul>
<b>Service Operations Manager</b>	<ul style="list-style-type: none"> <li>Degree or Diploma in any Discipline including Hospitality and Service Management</li> </ul>	<ul style="list-style-type: none"> <li>Works with Station Compliance Inspectors to ensure that all the stations in his zone are safe and secure for all staff and commuters</li> <li>Conducts post-incident investigations within his zone</li> <li>Coaches and motivates his staff to provide excellent customer service</li> <li></li> </ul>	<ul style="list-style-type: none"> <li>Island wide</li> </ul>

Job Positions	Pre-requisites	Key Responsibilities	Working Hours / Location
		<ul style="list-style-type: none"> <li>•</li> <li>• Communicates new or amended procedures and ensures that all his staff receive and understand all relevant and new instruction promptly</li> <li>• Supports and participates in audit checks by internal and external Auditors</li> <li>• Ensures faults and defects identified are reported to the relevant maintenance branches so that rectification work can be completed on time</li> </ul>	
<p><b>Crew Manager Trains</b></p>	<ul style="list-style-type: none"> <li>• Diploma in Engineering Discipline</li> </ul>	<ul style="list-style-type: none"> <li>• Plans the daily manpower list by assigning ASM from each stations to the respective Service and PV numbers, while ensuring that all trains are manned during revenue hours</li> <li>• Assists the RSMs in daily submission of reports such as a list of unattended items, train car temperature and train equipment checks</li> <li>• Assists the RSMs to conduct Practical Refreshers for TEL Station Operation’s staff on drills such as Defect Handling, Coupling/Uncoupling (Rescue Operation), Coded Manual Refresher Driving and Handling point failure training both during and after revenue hours</li> <li>• Assesses and coaches the ASMs on their driving skills, technical knowledge, safety and security procedures</li> <li>• Ensures that all additional trains are manned and that adequate resources are allocated to the recovery of train services during a rail incidents</li> </ul>	<ul style="list-style-type: none"> <li>• Rotating Shift</li> </ul>
<p><b>Train Operator</b></p>	<ul style="list-style-type: none"> <li>• Nitec or Higher Nitec in Engineering Discipline</li> </ul>	<ul style="list-style-type: none"> <li>• Operate T251 trains for testing and commissioning with LTA &amp; KHI engineers within depot and stations</li> </ul>	<ul style="list-style-type: none"> <li>• Rotating Shift</li> </ul>

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		<ul style="list-style-type: none"> <li>• Manage daily operations of train control, Signalling and Communication systems</li> <li>• Perform functional and health checks and notify contractor of any train issues</li> <li>• Master train system functions and analyse train faults systematically</li> <li>• Apply professional driving standards and maintain situational awareness while operating the train</li> <li>• Contribute to service delivery performance and continuous improvement</li> <li>• Build an in-depth knowledge of train technicalities</li> <li>• Perform other duties as directed by his/her superiors</li> </ul>	
<p><b>Senior Traffic Officer (Timetable)</b></p>	<ul style="list-style-type: none"> <li>• Diploma in any discipline</li> </ul>	<ul style="list-style-type: none"> <li>• Plans the daily train timetable to ensure that it is able to meet the passenger volume demand for weekdays, weekends and public holidays, without overstretching train fleet availability</li> <li>• Works with OCC and Station Operations Branches during major national (e.g. the National Day Parade) or celebratory events (e.g. New Year's Eve) to propose event-specific train service timetables to accommodate the anticipated passengers loads projected by the event organisers</li> <li>• Conducts monthly review on the existing train schedules and timetables with the input from operations team</li> <li>•</li> <li>• Conducts station survey at crowded stations at least once every three months or whenever there is a change in timetable, and</li> <li>• Employs the use of modern computer simulation program to ensure accurate forecasting and provision of train services.</li> </ul>	<ul style="list-style-type: none"> <li>• Rotating Shift</li> </ul>

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<b>Executive, Data Analytics</b>	<ul style="list-style-type: none"> <li>Degree in any discipline, preferably in engineering or statistics</li> </ul>	<ul style="list-style-type: none"> <li>Consolidates and makes sense of all operational data received and submits them to the relevant stakeholders</li> <li>Ensures that all operational documents, information and reports (e.g. Operational Plans &amp; Procedures and Performance Reports) required by the regulator are updated and stored in the Data Repository for the purpose of fulfilling the Data Room requirement</li> <li>Verifies the accuracy of the data received through cross-referencing them with different sources</li> <li>Inputs the data received into a dashboard for submission to management, other departments, relevant authorities and regulator</li> <li>Monitors the trending of TEL's operational and performance indexes to flag out potential operational issues and areas of improvement</li> </ul>	<ul style="list-style-type: none"> <li>Mandai Depot</li> </ul>
<b>Senior Traffic Officer (Fare System Operations)</b>	<ul style="list-style-type: none"> <li>Diploma in any discipline</li> </ul>	<ul style="list-style-type: none"> <li>Supports the backend system operations to ensure the correctness of fare data received</li> <li>Manages the data transfer to the IT department which consist of the daily monitoring, troubleshooting and following-up of rectification works for any error</li> <li>Liaises with the IT department on any data structure or system changes that may impact the IT systems</li> <li>Participates in the User Acceptance Testing (UAT) for backend system, parameter changes and station/rail line opening</li> <li>Assists the Executive, Fare Compliance to internally conduct a quarterly audit of the system for any wrong fare</li> </ul>	<ul style="list-style-type: none"> <li>Rotating Shift</li> </ul>

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		<p>charges or revenue apportionment</p> <ul style="list-style-type: none"> <li>• Performs the first line maintenance for systems, reports, parameters, data and business rules defects</li> <li>• Liaises with the maintenance contractors to follow-up on rectification works for the defects or incidents reported</li> <li>• Investigates into Passenger claims and complaints received with relation to the ticketing machines or other fare-related incidents.</li> </ul>	
<p><b>Traffic Officer (Revenue Service &amp; Cash Handling)</b></p>	<ul style="list-style-type: none"> <li>• Nitec or Higher Nitec in any discipline</li> </ul>	<ul style="list-style-type: none"> <li>• Ensures that all fare-related cash that is handled within the TEL stations are fully accounted for.</li> <li>• Performs cash reconciliation for all 31 TEL Passenger Service Machines (PSM), by reviewing shift-end receipts, Standard Tickets, Penalty Fees and any other vouchers against the PSM manual record entries.</li> <li>• Verifies and reconciles the card inventory and card movements against the shift-end printout.</li> <li>• Raises investigation requests to the Executive, Fare Compliance (Revenue Service &amp; Cash Handling) for any PSM cash discrepancies.</li> <li>• Performs cash reconciliation for all Ticketing Machines in TEL stations.</li> <li>• Checks for discrepancies between the machine register count and the physical cash collected.</li> <li>• Raises investigation requests to the Executive, Fare Compliance (Revenue Service &amp; Cash Handling) for further escalation if discrepancies are found.</li> <li>• Consolidates the passenger claims on faulty ticketing machine transactions, and</li> </ul>	<ul style="list-style-type: none"> <li>• Rotating Shift</li> </ul>

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		<ul style="list-style-type: none"> <li>submits them to Finance department for processing.</li> <li>Submits monthly cash movement reports to Finance Department, and Assists to administer all cash float orders from the stations to ensure sufficient cash floats available especially for high traffic stations.</li> </ul>	
<b>Passenger Service Ambassadors</b>	<ul style="list-style-type: none"> <li>GCE "N" Level / 3 years relevant working experience</li> </ul>	<ul style="list-style-type: none"> <li>Direct passengers towards less crowded train cars and advises them to move towards the centre of the car so that more passengers may have the chance to board the train.</li> <li>Warns the passengers of the impending closing doors so as to reduce the occurrence of passengers hit by train doors.</li> <li>Educates the passengers on safe boarding and alighting of the trains, by reminding them of the platform gaps and the blinking Platform Screen Door's light.</li> <li>Looks out for passengers' safety and security, and report any incidents or injuries to the SM.</li> <li>Assists to evacuate the passengers from the station in the case of emergencies.</li> </ul>	<ul style="list-style-type: none"> <li>Island wide</li> </ul>
<b>Assistant Engineer, Power</b>	<ul style="list-style-type: none"> <li>Diploma in Engineering Discipline</li> <li>Nitec or Higher Nitec in Engineering Discipline (at least 5 years of relevant working experience)</li> <li>Electrical Engineering</li> </ul>	<ul style="list-style-type: none"> <li>Perform preventive, corrective maintenance and trouble-shooting of 22kv, 750 dc and LV Power Stations, UPS and EPS in MRT Stations, Depot and Tunnel</li> <li>To assist in first line maintenance of other Electrical &amp; Mechanical (E&amp;M) equipment as assigned</li> </ul>	<ul style="list-style-type: none"> <li>Rotating Shift / island wide</li> </ul>
<b>Assistant Engineer, Electrical Mechanical &amp; Fire</b>	<ul style="list-style-type: none"> <li>Diploma in Engineering Discipline</li> <li>Nitec or Higher Nitec in Engineering Discipline (at least 5 years of relevant working experience)</li> <li>Electronics, Mechanical or Electrical Engineering</li> </ul>	<ul style="list-style-type: none"> <li>You will plan preventive maintenance program, lead, control and supervise a team of technical officers in the corrective and preventive maintenance of Fire Protection System, Diesel Generator, Small Power Lightning Systems, Drainage</li> </ul>	<ul style="list-style-type: none"> <li>Rotating Shift / Island wide</li> </ul>



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<p><b>Assistant Engineer, Environmental Control Systems</b></p>	<ul style="list-style-type: none"> <li>• Diploma in Engineering Discipline</li> <li>• Nitec or Higher Nitec in Engineering Discipline (at least 5 years of relevant working experience)</li> <li>• Electrical or Mechanical Engineering</li> </ul>	<p>and Ejector Systems in MRT Depots, Stations and Tunnels</p> <ul style="list-style-type: none"> <li>• Responsible for the Environmental Control System maintenance teams under his/her charge</li> <li>• Manage day-to-day running of railway power systems/equipment or facilities of unit</li> <li>• Take responsibility of preventive and corrective maintenance, modification/upgrade and repair works on trains and depot facilities in compliance to relevant standards</li> </ul>	<ul style="list-style-type: none"> <li>• Rotating Shift / island wide</li> </ul>
<p><b>Assistant Engineer, Escalator &amp; Lifts</b></p>	<ul style="list-style-type: none"> <li>• Diploma in Engineering Discipline</li> <li>• Nitec or Higher Nitec in Engineering Discipline (at least 5 years of relevant working experience)</li> <li>• Mechanical or Electrical Engineering</li> </ul>	<ul style="list-style-type: none"> <li>• Responsible overall maintenance for Escalator &amp; Lifts</li> <li>• Manage day-to-day running of railway power systems/equipment or facilities of unit</li> <li>• Perform preventive and corrective maintenance, modification/upgrade and repair works on trains and depot facilities in compliance to relevant standards</li> <li>• Improvise on work procedures, evaluate failures and defects and implement recommended solutions</li> </ul>	<ul style="list-style-type: none"> <li>• Rotating Shift / Island wide</li> </ul>
<p><b>Assistant Engineer, Infrastructure</b></p>	<ul style="list-style-type: none"> <li>• Diploma in Engineering Discipline</li> <li>• Nitec or Higher Nitec in Engineering Discipline (at least 5 years of relevant working experience)</li> <li>• Mechanical or Civil Engineering</li> </ul>	<ul style="list-style-type: none"> <li>• Assist EMM to maintain the infrastructures to fulfil the LTA License and Operating Agreement (LOA), Code of Practice CP 1 and the Maintenance Manuals.</li> <li>• Ensure the safety and integrity of the MRT infrastructures system by planning; monitoring, reviewing and ensuring all preventive / corrective maintenance works / inspections, ad hoc projects, cyclical repairs are carried out on time in accordance with the approved Maintenance Plan.</li> </ul>	<ul style="list-style-type: none"> <li>• Rotating Shift / island wide</li> </ul>

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<p><b>Assistant Engineer, Permanent-Way</b></p>	<ul style="list-style-type: none"> <li>• Diploma in Engineering Discipline</li> <li>• Nitec or Higher Nitec in Engineering Discipline (at least 5 years of relevant working experience)</li> <li>• Mechanical or Civil Engineering</li> </ul>	<ul style="list-style-type: none"> <li>• Lead and manage a group of Technical Officers (TO) for administration, co-ordination and supervision of the PM, CM and Facilities management work.</li> <li>• AE shall be responsible and accountable for the performance of the team. All works shall be carried out in accordance with the relevant Quality Procedures, Maintenance Manuals, Work Instructions &amp; Standards, Work Safety Procedures, LTA requirements, Railway Operation procedures and Contracts Specification (for outsource work).</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Rotating Shift / island wide</li> </ul>
<p><b>Assistant Engineer, Communications &amp; Control</b></p>	<ul style="list-style-type: none"> <li>• Diploma in Engineering Discipline</li> <li>• Nitec or Higher Nitec in Engineering Discipline (at least 5 years of relevant working experience)</li> <li>• Electrical, Electronic Engineering, Computing</li> </ul>	<ul style="list-style-type: none"> <li>• Required to carry out both corrective and preventive maintenance on the latest Comms systems procured for Thomson East Coast Line project.</li> <li>• The Communications System for Thomson East-Coast Line project comprises of the Communications Backbone Network (CBN), Radio (TETRA) system, Video Surveillance (VSS) (Including Train-borne VSS), Public Address (PA) system, Telephone and Ancillary Communication System (PABX, Station Intercom system, Two-way Emergency Voice Communications system &amp; Fireman Intercom system), Multi-Channel Voice Recorder (McVoR), Clock system, Station Travel Information system, Civil Defence (CD) Shelter Communication system and Communications Power Supply Distribution system.</li> <li>• Your duties will include responding to faults, planning and undertaking scheduled maintenance, diagnosing faults, repairing equipment</li> </ul>	<ul style="list-style-type: none"> <li>• Rotating Shift / island wide</li> </ul>

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<b>Assistant Engineer, Signal &amp; PSD</b>	<ul style="list-style-type: none"> <li>• Diploma in Engineering Discipline</li> <li>• Nitec or Higher Nitec in Engineering Discipline (at least 5 years of relevant working experience)</li> <li>• Electrical, Electronic Engineering, Computing</li> </ul>	<ul style="list-style-type: none"> <li>• and ensuring compliance with health and safety regulation</li> <li>• Responsible for maintaining the equipment that moves the trains safely in a highly complex and fast-moving environment.</li> <li>• No two days are the same, you could be working on a major signaling failure to get the trains running again or supporting a large engineering project with the refurbishment and renewal of points operating equipment</li> <li>• Maintain various signaling assets such as Signals, Points and Track Circuits and their controlling systems</li> <li>• Respond to failures which may require working with other departments to rectify. You'll be using diagrams, tools and electrical equipment to assist in faulting and maintenance duties as well as following standards and company policies</li> </ul>	<ul style="list-style-type: none"> <li>• Rotating Shift / island wide</li> </ul>
<b>Technical Officer, Permanent-Way</b>	<ul style="list-style-type: none"> <li>• Nitec or Higher Nitec in Engineering Discipline (Rapid Transit Technology, Mechanical or Civil Engineering)</li> </ul>	<ul style="list-style-type: none"> <li>• Perform Preventive Maintenance (PM) and Corrective Maintenance (CM) works on TEL mainline and depot tracks, third rails, track beds, tunnels, drainage sump pits, cable troughs, walkways and the associated peripherals</li> </ul>	<ul style="list-style-type: none"> <li>• Rotating Shift / island wide</li> </ul>
<b>Technical Officer, Rolling Stock</b>	<ul style="list-style-type: none"> <li>• Nitec or Higher Nitec in Engineering Discipline (Rapid Transit Technology or Mechanical Engineering)</li> </ul>	<ul style="list-style-type: none"> <li>• Perform Preventive Maintenance (PM) and Corrective Maintenance (CM) works on TEL Line Trains &amp; Depot Equipment and facilities.</li> <li>• Perform Minor Overhaul &amp; Overhaul works on TEL Line Trains &amp; Depot Equipment and facilities.</li> </ul>	<ul style="list-style-type: none"> <li>• Rotating Shift / island wide</li> </ul>

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<b>Technical Officer, Power</b>	<ul style="list-style-type: none"> <li>Nitec or Higher Nitec in Engineering Discipline (Rapid Transit Technology, Electrical Engineering)</li> </ul>	<ul style="list-style-type: none"> <li>Perform preventive. corrective maintenance and trouble-shooting of 22kv, 750 dc and LV Power Stations, UPS and EPS in MRT Stations, Depot and Tunnel</li> <li>To assist in first line maintenance of other Electrical &amp; Mechanical (E&amp;M) equipment as assigned</li> </ul>	<ul style="list-style-type: none"> <li>Rotating Shift / island wide</li> </ul>