**JOB DESCRIPTION**

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| Position Title | : | BTS3 Project Support |  | Job Grade | : | Protege |
| Division | : | Group Market Operations |  | Department/ Unit | : | NA |
| 1. **JOB PURPOSE:**   ***(Helps to define purpose of job)*** | | | | | | |
| The Project Resource plays a critical supporting role within the Project Management Office (PMO), contributing to the successful execution of project initiatives. This role is responsible for assisting in a broad range of project activities including coordination and documentation, testing support, data and information gathering for reporting and presentation purposes, data migration efforts, and other BTS3 project-related tasks as required. The individual will work closely with project managers, test managers, business analysts, and cross-functional teams to ensure timely and accurate delivery of project outcomes, while maintaining high standards of quality and compliance with project governance frameworks. | | | | | | |
| 1. **JOB SUMMARY/ KEY RESPONSIBILITIES:**   ***(Functions of position - please provide 3 to 8 key responsibilities)*** | | | | | | |
| 1. PMO related activities    1. Track project budgets and expenditures    2. Develop dashboards and performance reports    3. Maintain centralized risk and issue registers    4. Schedule and coordinate meetings    5. Record and circulate minutes of meetings    6. Logistics & Support which includes organize logistics for workshops, events or site visits, manage calendars and availability of key project resources, etc.    7. Manage project repository and support project audits and reviews 2. Test Support    1. Assist test managers to compile test defects and test results    2. Assist test managers to generate test progress reports 3. Functional & Non-Functional Test Execution (as a tester)    1. Conduct testing based on test scripts provided    2. Compile test results and report status to test manager    3. Register and track test defects 4. Any other tasks assigned by the Project Manager in relation to BTS3 project, e.g. data validation, etc. | | | | | | |

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| 1. **POSITION SPECIFICATIONS**   ***(Minimum requirement to competently perform the job, NOT the specifications of the person currently holding the position)*** | | | | | | | | |
| Academic qualifications & professional certificates | | |  | *Essential :* | | 1. A degree level qualification | | |
|  | *Preferred :* | | 1. IT related degree | | |
| Experience / exposure | | |  | *Essential :* | | 1. No experience required | | |
|  | *Preferred :* | |  | | |
| 1. **COMPETENCIES** | | | | | | | | |
| Knowledge & skills required | | |  | *General :* | | 1. Coordination & Communication    * Schedule meetings, manage calendars, and facilitate stakeholder engagement    * Communicate effectively across technical and business teams    * Document decisions, actions, and meeting minutes clearly 2. Documentation & Reporting  * Maintain project plans, trackers, and dashboards * Prepare status reports, risk logs, and issue registers * Ensure version control and proper filing of documents  1. Analytical & Problem-Solving  * Track and analyze project metrics and dependencies * Support issue resolution and escalation processes * Assist in impact analysis for changes and risks  1. Attention to Detail  * Ensure accuracy in documentation and reporting * Track deliverables and deadlines meticulously  1. Understanding of Test Cases – Ability to read, interpret and execute test cases accurately. 2. Defect identification and Logging – Skills in identifying deviations from expected results and logging defects clearly in tools like Jira, HP ALM, or Bugzilla. | | |
|  | *Technical :* | | 1. Project Management and ITSM standards    * PMP, PRINCE2. ITIL 2. Tool Proficiency  * MS Office Suite (Excel, PowerPoint, Word) * Project management tools (e.g., Jira, Confluence, MS Project, Smartsheet) * Collaboration platforms (e.g., Teams, SharePoint)  1. Basic SQL and Data Validation – Ability to Query database to validate back end data for validation purposes | | |
| Personal attributes | | |  | 1. Organized and detailed oriented 2. Strong communication skills 3. Proactive and Self-Motivated 4. Analytical Thinking 5. Adaptability – comfortable in dynamic environments with changing priorities 6. Team-Oriented – Collaborates effectively with cross-functional teams and fosters a cooperative atmosphere | | | | |
| 1. **KEY CHALLENGES**   ***(Please provide 3 key challenges)*** | | | | | | | | |
| 1. Managing Cross-Stakeholder Alignment - Coordinating between diverse stakeholders (business, IT, vendors, regulators) can be difficult, especially when priorities or expectations differ. 2. Maintaining Timely and Accurate Reporting - Ensuring that project status, risks, and issues are consistently updated and accurately reflected in reports requires diligence and constant follow-up. 3. Handling Scope and Change Control - Supporting scope management and change requests while maintaining documentation and governance can be challenging in fast-moving projects. | | | | | | | | |
| 1. **DIMENSIONS / AUTHORITY LIMITS**   ***(e.g. CAPEX, OPEX, revenue / budget)*** | | | | | | | | |
| * Not applicable | | | | | | | | |
| 1. **REPORTING STRUCTURE**   ***(Direct report / superior / peers within SBU / SFU)*** | | | | | | | | |
| Director, Group Market Operations  Your Position  BTS3 Project Manager | | | | | | | | |
| **PREPARED BY** | | | | | **APPROVED BY:** | | | |
| Signature | : |  | | | Signature | | : |  |
| Name | : |  | | | Name | | : |  |
| Date | : |  | | | Date | | : |  |