# JOB DESCRIPTION

**Job Title:** Technical Service Manager, ASEAN + India  
**Reports to:** Technical Service Manager, APAC  
**Alternate Delegate:**  
**Organisation Unit:** SFI APAC  
**Date:** April 2017  

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## Purpose of Job
To provide technical support to sales team and customers in the ASEAN + India region

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### Main Accountabilities

**Main tasks performed on a regular basis. Consider general responsibilities:**

- Communication: Customers, suppliers and internal colleagues.
- Use knowledge and experience to avoid/anticipate and solve problems.
- Maintain high quality and safety standards.
- Demonstrate initiative to continuously improve performance.
- Support sales team in growing the business in China through:
  - Lead and manage project pipeline to successful closure/commercialization
  - Troubleshoot any technical related problems at customer ends
  - Train and upgrade existing team and distributors/agents on technical knowledge/skills
  - Prioritize customer support in the ASEAN + India region.
- Review resource needs for technical support in the ASEAN + India region.
- Complete a capital expenditure proposal to enhance Tate & Lyle applications ability.
- Implement the enhancement of the applications capability of T&L ASEAN + India.
- Manage all facets of applications support.

### Performance Measures

**Consider following areas to measure:**

**Safety**
- Zero lost time injuries
- Continuous reduction in complaints
- Full compliance with all legislations and Tate & Lyle procedures

**Costs:** Achieve cost savings through raw material exchanges and systems re-engineering.

**People:** Develop overall technical capabilities of the organisation.

**Quality:** Awareness of quality issues. Meeting quality requirements. Contributing to the quality system.

**Future:** Continuously drive improvements to practices and processes in the running of the applications lab and the sales process.

### Skills & Knowledge

**Behaviours for success:**
Focus on customer solutions  
Drive change  
Express courage & confidence  
Attract and develop talent

**Consider following requirements:**

- Tertiary qualification in food science or related disciplines.
- At least 10 years of experience in the areas of dairy or dairy related.
- Experience with people management will be of an advantage.
- Good project management skills.
- High level of numeracy and literacy skills.
- Good communications skills, both written and verbal.
- Ability to manage several tasks at one time and be able to prioritise work.
- Operational knowledge of pilot plant equipment and laboratory equipment, including analytical instruments.
- Safety, hygiene and quality awareness.
- Knowledge of food standards for the ASEAN + India region.
- Able to plan and execute actions and coordinate teams.
- Positive attitude and commitment to continuous improvement.
- Effective team member and team leader.
Act as a global player – integrate ASEAN + India development with other facilities around the world. Achieve outstanding results

<table>
<thead>
<tr>
<th>Dimensions</th>
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<tbody>
<tr>
<td>Budget - capital budget and expense budget as per AOP</td>
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<td>Decision making authority/limits – as per policy</td>
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<td>Geographical area – ASEAN + India – internal and international travel required as necessary.</td>
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Interested candidates, please contact Jasrel Ng.

**Jasrel Ng**  
HR Recruiter

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