

BACKGROUND

Sector	Infocomm Technology (ICT)
Industry Overview (Brief description of the sector)	<p>The Infocomm Technology (ICT) sector continues to play a key role in Singapore's economic development. According to the IMDA's Survey on ICT Manpower for 2019, the number of ICT professionals employed grew by 8,100 (4.3%) from 2017 to reach 197,500 in 2018. Together with 18,700 ICT job vacancies, total demand of ICT professionals increased by 6.7% from 2017 to reach 216,200 in 2018. Demand for ICT professionals is projected to grow by another 61,600 in the next three years (2019 – 2021). ICT also supports other sectors such as healthcare, education and financial services by strengthening their business capabilities and enabling manpower-lean transformation.</p> <p>Singapore is poised to become the world's first Smart Nation which aims to develop Singapore's capabilities in pervasive connectivity and build new infrastructure and common technical architecture to enable citizens, businesses and government agencies to leverage technology to make lives better. This initiative would increase the demand for ICT professionals in the areas of Software and Applications, Network and Infrastructure and Critical Emerging Technology (such as Business Analytics and Cyber Security).</p>

JOB DETAILS

Job Title (Upon Completion Of Programme)	<p>The trainee will be trained in one of the following:</p> <ol style="list-style-type: none">1. Salesforce Administrator2. Salesforce Service Cloud Consultant3. Salesforce Marketing Cloud Consultant4. Salesforce Platform Developer5. Tableau Data Analyst
Nature Of Job	<ol style="list-style-type: none">1. Salesforce Administrator job role comprises the following activities:<ul style="list-style-type: none">• Assist with data quality projects, including developing automated data cleansing routines and data clean up• Develop and deliver end user training• Implement systems security and integrity controls• Troubleshoot email campaigns, workflows, approval cycles, or auto-responders that generate excessive bounced mails2. Salesforce Service Cloud Consultant comprises the following activities:

Nature Of Job

- Support the Service team to create solutions for prospects and customers
- Assist, develop and/or deliver innovative custom solutions (including solution concepts), to bring value to the support teams and key decision makers to address their business issues and needs.
- Coordinate and/or lead the entire solution cycle through close collaboration with other high performing teams

3. Salesforce Marketing Cloud Consultant comprises the following activities:

- Support the Marketing Operations Manager and other key stakeholders on the development of new processes and procedures to ensure email quality, successful delivery, and click-ability
- Collaborate with key stakeholders to implement ad hoc emails or automation for marketing campaigns and programmes, and lead generation campaigns
- Manage and service business users to ensure accurate ad trafficking and quality control across multiple website properties

4. Salesforce Platform Developer comprises the following activities:

- Support requirements analysis, formulation of specifications and definition of delivery platforms for applications
- Develop customised solutions within the Salesforce platform to support critical business functions and meet project objectives, client requirements and company goals
- Prepare test data, plan and conduct module and application testing
- Deploy applications according to specifications
- Maintain, fix bugs and update of existing applications

5. Tableau Data Analyst comprises the following activities:

- Perform data transformation and data clean-up using Tableau Prep Builder
- Troubleshoot data discrepancies
- Delivering multiple dashboards using Tableau Server and Tableau Desktop
- Building, publishing customized interactive reports and dashboards on Tableau server
- Effectively used data blending, filters, actions, hierarchies, grouping, level of details feature in Tableau
- Support all strategic deals involving complex data and/or data sources

	<ul style="list-style-type: none"> • Provide ETL support and skills on strategic proof of concepts • Backup the technical support staff as needed
Monthly Gross Salary	\$2,800 - \$4,000 (<i>Estimate starting salary for entry-level</i>)
Job Requirements	Enrolment for the CCP is subject to employer's selection based on job requirements and hiring process that may include screening tests and interviews.

COURSE DETAILS

Programme Name	Career Conversion Programme for Salesforce Platform Professionals
Programme Overview	<p>The Career Conversion Programme (CCP) for Salesforce Platform Professionals enables the trainee to acquire competencies for Salesforce or Tableau platforms.</p> <p>The trainee will be trained for the following modules based on the job role (course title and code may change based on international offerings):</p> <ol style="list-style-type: none"> 1. Salesforce Administrator <ul style="list-style-type: none"> • Discover Salesforce Fundamentals to Support Your Business (BSX-101) • Administration Essentials for New Admins in Lightning Experience (ADX-201) • Certification Preparation for Administrator (CRT-101) 2. Salesforce Service Cloud Consultant <ul style="list-style-type: none"> • Discover Salesforce Fundamentals to Support Your Business (BSX-101) • Administration Essentials for New Admins in Lightning Experience (ADX-201) • Certification Preparation for Administrator (CRT-101) • Service Cloud Administration (ADX-261) • Certification Preparation - Service Cloud Consultant (CRT-261) 3. Salesforce Marketing Cloud Consultant <ul style="list-style-type: none"> • Discover Salesforce Fundamentals to Support Your Business (BSX-101) • Marketing Cloud Connect Essentials (MCC-201) • Certification Preparation for Marketing Cloud Connect Consultants (CRT-550) • Build And Analyze Customer Journeys using Marketing Cloud (MKT-101)

Programme Overview	<p>4. Salesforce Platform Developer</p> <ul style="list-style-type: none"> Discover Salesforce Fundamentals to Support Your Business (BSX-101) Programmatic Development Using Apex and Visualforce (DEV-450) Declarative Development for Platform App Builders in Lightning Experience (DEX-403) <p>5. Tableau Data Analyst</p> <ul style="list-style-type: none"> Tableau Desktop I: Fundamental Tableau Desktop II: Intermediate Visual Analytics Prep I Tableau Desktop III: Advanced Tableau eLearning Mentorship
Qualification / Certificate Name	N.A. (Trainee will undergo relevant certification preparation and could take Salesforce/Tableau certifications at own pace.)
Full-Time / Part-Time	Full-Time
Duration Of Programme	6 Months
Course Pre-requisites	<p>Interested individuals and employers need to meet the following criteria:</p> <p><u>Individuals</u></p> <p>The Programme is open to all company-sponsored applicants who meet the following General Eligibility Criteria:</p> <ul style="list-style-type: none"> Be a Singapore Citizen (SC) or Permanent Resident (PR) aged 21 years and above; New hires must have graduated or completed NS, whichever is later, at least two years at the point of application; Must be a newly hired PMET (i.e. not more than three (3) months from date of employment), and nominated by an eligible company for the CCP; Must not be in a similar job role prior to joining the CCP; Must not be a shareholder of the participating company, or its related companies; Must not be related to the owner(s) of the participating company; and Must not be immediate ex-staff of participating company or its related companies. <p><u>Employers</u></p> <ul style="list-style-type: none"> Registered or incorporated in Singapore with a valid Unique Entity Number (UEN) with Accounting and Corporate Regulatory Authority (ACRA);

	<ul style="list-style-type: none"> • Offer a full-time PMET position related to job role which the CCP is for, with a minimum fixed monthly salary of \$2300 or more, and at least a 12-month employment contract; • Ensure that new hires are not: • A shareholder of the CCP company, or its related companies; • Related to the owner(s) of the company; and • Immediate ex-staff of the company or its related companies. • Must put in place structured on-the-job training for the candidate; and • Commit to CCP training arrangements for the trainees
Frequency of Runs	Regular (Monthly/Quarterly)

APPLICATION DETAILS

How To Apply For The Programme	<p><u>Applicants</u> Interested applicants can click here to apply. Suitable applicants will be shortlisted by participating employers for interview before embarking on the programme.</p> <p><u>Employers</u> For employers, please contact SGTech (Programme Manager) to register as participating companies.</p>
Programme Details Manager	<p>SGTech 79 Ayer Rajah Crescent #02-03/04/05 Singapore 139955 www.sgtech.org.sg</p> <p>Email: CCP@sgtech.org.sg</p>
Training Provider Details	<p>Salesforce.com Singapore Pte. Ltd. http://www.salesforce.com</p> <p>Tableau Asia Pacific Pte. Ltd. https://www.tableau.com/</p>