

Corporate Title	Manager / Senior Manager
Functional Title	Support Manager / Engineer
Advertised Job Title	Senior Partner Engagement Manager
Reporting Officer	TRUST Operations, Research Enablement Lead

TRUST is the national analytics platform that enables anonymised health-related research and real-world data to be brought together, accessed, and used in an expeditious and secure manner. The platform supports health data analytics and innovation between public institutions, and between the public and private sectors to improve health outcomes.

Overview of Role

As a **Support Manager / Engineer** in the Research Enablement team, you will be involved in championing the use of the TRUST platform for health research analysis. The role includes assisting users and researchers from public and private research ecosystem (e.g. universities, research institutions, public health care institutions, industries etc.) to become familiar with the features supported by the platform, empowering them to perform health and biomedical research data analysis (including genomic data within the platform) and analysing feedback from users to guide the technical development team in improving on the platform design.

Role Description / Responsibilities

- Design and prototype solutions to demonstrate the usage scenarios using the data platform and genomics tools available on the platform.
- Lead training activities including the training materials development such as demo data, data science notebooks and videos, as well as delivering the training.
- Lead engagement with research users to understand the needs and issues while using the data and genomics analysis platform.
- Support user manual and help content development.
- Apply domain knowledge to support the quality assurance process of data release.
- Respond to and follow-up users' requests related to the platform usage and resources, analyse, and map the requests to the features supported by the data platform.
- Work cross-functionally with different team members to perform user feedback review and provide report to support the solution development and upgrade.

Job Requirements and Skillsets

As a Support Manager / Engineer, you need to bring to the team:

- Candidate must possess at least a Bachelor's degree in Bioinformatics, Biomedical informatics, Statistics, Computer science or related field. Master's degree or equivalent work experience preferred.
- Candidate should be familiar with genomic research tools and pipelines for population health e.g. REGENIE, PLINK, etc
- Experience with AWS services like EC2, EMR.
- Experience with Python, R and Linux shell scripting, preferably using polars, duckdb, PySpark, SparkR,
- Experience with applying statistical and machine learning techniques for data analysis.
- Experience with handling big data and application of parallel computing.
- Experience with biomedical, clinical and/or pharmaceutical data analysis will be an added advantage.
- Experience with genomics research and genomics analysis tools will be an added advantage.
- Strong interpersonal, presentation and communication skills.
- Resourceful, proactive, flexible and has an excellent working attitude.

This position works in a collective organisation consisting of:

1. **Policy, Planning & Governance unit(s)**
2. **Data Management unit(s)**
3. **Technical Development & Technical Planning unit(s)**

Candidates with work experience on any of the following will be considered favourably

- Prior experience in a Technical Support role or customer facing role.
- Familiar with WGS and microarray data file formats.
- Working experience with data formats like VariantDataset (VDS), Hail MatrixTable (MT), Variant Call Format (VCF), Binary GEN format (BGEN/BGI), and PLINK (bed/bim/fam).
- Working experience in with multi-omics research projects that integrates Genomics, Transcriptomics, Proteomics and Metabolomics.

Please send your CV to

TRUST_Administration@moh.gov.sg Only shortlisted candidates will be contacted