Name: FriarTuck Pte Ltd
Industry: IT/ IT Consulting
Description:
FriarTuck develop, implement and support AI based resource optimization solutions for diverse industries like healthcare, retail and government.
FriarTuck's flagship product WorkforceOptimizer is a cloud and mobile based workforce management solution that allows enterprises to accurately predict staffing needs using machine learning, schedule their employees optimally across shifts leveraging on advanced mathematical optimization techniques, dynamically reschedule employee resources based on unplanned events and real-time workforce analytics for informed decision-making.
Application link: https://friartuck.workable.com or email resume to nhu@friartuck.net
Application deadline: 15 October 2019
Application Support (Technical)

Singapore · Operations

We are looking for Technical Application Support specialists to work on our enterprise-level software WorkforceOptimizer. As customer’s first point of contact, you will act as the custodian of our customers' trust.

You will be challenged to apply strategic thinking and deep analysis in troubleshooting application issues. Using our support analytics, you will have the opportunity to share ideas for product improvement that will bring our software to the next level.

If you’re a natural helper and can thrive in high pressure environments, we would like to meet you.

Job Responsibilities

• **Frontline Support** – Provide the first level of support, work with and ask customers targeted questions to quickly understand and diagnose root cause of the issue, troubleshoot and/or escalate to the relevant teams.

• **Knowledge Base Building** - Research and identify solutions to common issues; document and maintain a knowledge base for Frequently Asked Questions so that end-users can look up solutions independently.

• **Customer Support Continuous Improvement**: Develop mitigating and/or preventive solutions to optimize efforts spent on customer support, including establishing problem solving guidelines, checklists, or other materials to improve response to recurring or routine user problems.

• **Analysis & Insights**: Generate summary reports; analyse and present support trends and patterns to inform business needs or technical requirements.

Qualifications:

• Bachelor’s degree in any field. Strong interest in working with computer applications and software. Fresh graduates are welcome to apply.

• Strong critical thinking and problem-solving skills: even when you do not have the solution to the problem, you know how to get the solution; this includes the ability to know what questions to ask.

• Exceptional interpersonal and communication skills: able to articulate effectively in writing and verbally.

• Working knowledge of SQL will be an advantage.

• Attitude: possess determination and commitment to strive towards excellence in everything you do. No detective leaves a case unsolved.

• Able to work independently and as a team: able to support multiple requests concurrently, able to multi-task and stay organized in a fast-paced environment.

Benefits

• Opportunity to work with a high-value enterprise-level software that applies cutting edge AI-based optimization technology.

• Hone your ability to apply analytical & technical skills apart from a pure customer service role.

• Mentorship to manage internal and external stakeholders.

• Diverse opportunity for career advancement.
Mobile Developer (React Native)

Singapore · Product

We are looking for a qualified Mobile Developer who’s passionate about mobile platforms and translating code into user-friendly apps. You will be working with our Developers to develop and maintain high quality mobile applications in a fast-paced environment. Ultimately, you will help create the next version of our internationally-acclaimed AI-based product, WorkforceOptimizer.

Responsibilities:

- **Full Mobile Development Life Cycle**: produce fully functional Android & iOS mobile applications from concept, design, test, release to support
- **Quality Assurance**: write unit and UI tests to identify malfunctions
- **Continuous Improvement**: troubleshoot and debug to optimize performance; continuously discover, evaluate, propose and implement new technologies to maximize development efficiency

Qualifications:

- **Remote work opportunity is also available**
- Solid skill set and/or experience in React.JS and/or React Native, along with Redux. Expert level knowledge on HTML5, CSS3 and JavaScript
- At least 4 years of working experience as a Mobile Developer
- Experience working with remote data via REST and JSON
- Experience with third-party libraries and APIs
- Familiarity with OOP design principles
- In-depth knowledge of at least one programming language (e.g. Swift, Java, C#, Java (J2EE)) preferrable
- Able to perform in a remote team: an independent team-player who is quality-driven and has good time management skill
- BS/MS degree in Computer Science, Engineering or a related subject

Benefits

- Immerse in a challenging job scope and great learning opportunities to work on the newest technology of our signature product WorkforceOptimizer
- Work alongside and learn from our team of talented and experienced Developers
- Experience working with cross-functional teams in an international organization
Technical Support Engineer (Java & SQL)

We are looking for Technical Support Engineers to provide enterprise-level software assistance to our customers. You will be primarily responsible for diagnosing and troubleshooting technical issues for our proprietary software, WorkforceOptimizer, applying working knowledge in Java and SQL. You will also assist in resolving network issues, software configuration and minor bugfixes.

If you’re naturally a helper, enjoy assisting people with software application issues and are able to explain technical details simply, we’d like to meet you. Ultimately, you will be a person that our customers trust. They will rely on you to provide timely and accurate solutions to their technical problems.

Responsibilities

- **Troubleshooting** - Diagnose and troubleshoot technical issues, including application configuration and database-level investigations. Ask customers targeted questions to quickly understand the root of the problem. You will be required to apply working knowledge of Java and SQL.
- **Customer success** - Provide prompt and accurate issue resolutions to customers via interim fixes or minor bugfixes to minimize interruption to customers' workflow within agreed time limits. Track and follow through on unresolved issues that have been escalated to appropriate internal teams (e.g. software developers).
- **Knowledge Base and Insights** - Research and identify solutions to software and hardware issues. Document common issues and maintain a knowledge base for Frequently Asked Questions so that end-users can look up solutions independently.
- **Client Relationships** - As a first point of contact, you will manage client’s expectations and relationships to deliver best-in-class customer relationship. This means that sometimes, you may have to say "No" to client requests without damaging the relationship.

Requirements

- Familiarity with remote desktop applications and help desk software (eg. Freshdesk or Jira Service Desk)
- At least 3 years of proven work experience as a Technical Support Engineer.
- Must have working knowledge of Java and SQL
- Strong analytical and problem solving skills
- Excellent verbal and written communication skills
- BS Degree in Information Technology, Computer Science or relevant field.

Benefits

- Opportunity to work with a high-value enterprise-level software that applies cutting edge AI-based optimization technology.
- Ability to apply some technical skills apart from a pure customer service role.
- Mentorship in managing senior stakeholders
- Competitive salary package
AI & Optimization Scientist

Singapore · AI & Optimization

We are looking for world-class scientists and engineers to join our AI & Optimization group. As an AI & Optimization Scientist, you are entrusted with developing optimization techniques, core data mining and machine learning algorithms for resource management solutions. You will invent and deploy state of the art optimization algorithms and systems. You can look forward to building prototypes and implement conceptually new solutions.

**Responsibilities:**

- **Research & Development:** Formulate and apply mathematical modelling, optimizing, and machine learning methods to develop new and enhance existing engine aiming for better outcome, performance and simplicity.

- **Project Delivery:** Prototype conceptual solution design for specific projects by leveraging existing engine, including the forecasting, scheduling and optimization services.

- **Customer Support:** Provide L3 customer support for issues related to AI & optimization engines for our enterprise clients.

**Requirements:**

- Bachelor’s or Master’s degree in a quantitative field such as Operations Research, Industrial Engineering or Computer Science.

- 3+ years of experience in building models and developing algorithms for statistics, mathematical programming, and simulation.

- 3+ years of experience in mathematical optimization using Operations Research, Constraint Programming or Heuristic Techniques.

- Experience in using well-known optimization engines like CPLEX.

- Experience in data modelling using SQL or Oracle.

- Experience with at least one scripting language such as Java, Python, C/C++.

- Knowledge in machine learning techniques is a plus.

- Experience in managing and analysing large-scale structured and unstructured data using R or Python will be a plus.

**Benefits**

- Opportunity to work with our exciting, cutting-edge flagship product WorkforceOptimizer.

- Opportunity to work with senior stakeholders and lead high-value projects with large enterprise client.
AI & Optimization Solution Consultant

We are looking for team members to join our fast-growing business as we solidify our market position.

Armed with an in-depth understanding of resource optimization capabilities of our flagship product WorkforceOptimizer and excellent communication skills, as an AI & Optimization Solution Consultant, you will act as a trusted advisor for our enterprise clients on our resource management solutions. Involved in the end-to-end project delivery process, you will engage with the end users to explore new solutions and conceptualize prototypes. You can look forward to supporting our wide range of projects with large enterprises across Singapore, promising an unprecedented opportunity to learn and gain extensive experience.

Responsibilities:

- **Solutioning** – Gather & analyze clients’ requirement with respect to the labour scheduling problem, understand their pain-points and translate them into conceptual design for the resource optimization solution
- **Project Delivery** – Coordinate with our in-house AI & Optimization team who implement and configure our product to ensure timely project delivery
- **Education & Training** – Educate end-users on best practices for resource optimization by conducting customer training workshops

Requirements

- Bachelor’s degree in a quantitative field such as Operations Research, Industrial Engineering, Industrial Management and Computer Science
- Excellent verbal & written communication skills
- Knowledge in building models and algorithms for statistics, mathematical programming, simulation or mathematical optimization using Operations Research, Constraint Programming or Heuristic Techniques
- The following experience will be an added advantage:
  - Experience in using well-known optimization engines like CPLEX
  - Experience with at least one scripting language such as Java, Python, C/C++
  - Experience in data modelling using SQL or Oracle

Benefits

- Opportunity to work with our exciting, cutting-edge flagship product WorkforceOptimizer
Business Development Associate
(Enterprise Software)
Singapore · Business Development

We are looking for team members to join our fast-growing business as we solidify our market position.

As a Business Development Associate, you will be entrusted to establish rapport and promote relationships by providing a positive experience for each client through personalized interaction. You can look forward to identifying, building and managing accounts of large enterprises, while advocating for FriarTuck’s proprietary products, WorkforceOptimizer to meet their business needs. If you are passionate about delivering the highest degree of professionalism in securing large deals, do join us!

Job Responsibilities:
• **Inbound Communication Management**: handle inbound client communications including calls and e-mails in a timely manner
• **Lead Qualification**: qualify marketing-generated prospects through extensive calling and personalized email efforts, demonstrating appropriate follow-up including using probing questions, clarifying needs, overcoming objections and providing solutions that suit client’s business needs
• **Client Education**: educate clients and champion FriarTuck’s products and their competitive advantage
• **Business Development Administrative Support**: document activities to maintain lead status accuracy

Requirements
• Excellent oral and written communication skills, with demonstrated ability to articulate relevant and complex information in a persuasive and concise manner
• Experience in CRM software; specifically, HubSpot proficiency will be an added advantage
• At least 3 years of experience in Marketing, Sales or Business Development
• Able to work independently and as a team: able to support multiple clients concurrently, able to multi-task and stay organized in a fast-paced environment
• BSc in either Marketing, Communications, Arts, Engineering, or IT

Benefits
• Opportunity to understand, work with and showcase the newest technology of our signature product WorkforceOptimizer
• Be part of the team that work on high value deals
• Comprehensive health benefits
Functional Consultant
Singapore · Professional Services

We are looking for team members to join our fast-growing business as we solidify our market position.

As a Functional Consultant, you will act as a trusted advisor to implement high value business solutions to our clients using our proprietary manpower planning products. Ultimately, you will be equipped with training and mentorship in managing the entire life cycle of business solutions implementation. You can look forward to supporting our wide arrays of projects with large enterprises across Singapore, promising an unprecedented opportunity to learn and gain extensive experience.

Responsibilities:
- **Gathering requirements** - Understand, analyse and document the clients’ pain points, problem statements and functional requirements
- **Solutioning** - Lead the creation of solution designs based on client’s business requirements using our flagship product - WorkforceOptimizer
- **Customization** - Work with client and WorkforceOptimizer technology teams to configure and personalize WorkforceOptimizer’s product suite to align with our clients’ business requirements
- **Education & Training** - Educate end-users on best practices for time and labour management by conducting customer training workshops
- **Testing & Review** - Manage testing and deployment activities to obtain clients’ feedback (e.g. user-acceptance testing)

Qualifications:
- Bachelor’s degree in Computer Science, Information System, Engineering or Business
- 2-3 years of experience as a business analyst or functional/ implementation consultant
- Background in HR, Payroll, or Time & Attendance functional areas is an advantage
- Strong critical thinking and problem-solving skills: to apply strong analytical abilities or instincts at the right times to make the right judgment call
- Exceptional interpersonal and communication skills: an astute listener who can pick up subtle cues that others may fail to notice
- Able to work independently and as a team: able to support multiple clients concurrently, able to multi-task and stay organized in a fast-paced environment

Benefits
- Direct exposure to leadership opportunities and project management
- Hands-on exposure in driving solution design and consulting
- Mentorship in managing senior stakeholders
- Competitive salary package