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Constantly learning on the job

Senior systems analyst Andy Soh believes that he needs to keep learning to keep up with changing demands of the IT industry

BY NUR SYAHIDAH ZAINAL

A boyhood love of computer gaming sparked an interest in Mr Andy Soh (right) to understand how technology works. It eventually led him to his current job as a senior systems analyst with the Information Services Group at the Housing and Development Board (HDB). His work with the team sees him leveraging technology to drive innovation and business transformation within the organisation. The goal? To ensure that Singaporeans' housing needs are effectively delivered, along with a great customer experience. Mr Soh says: "I work closely with colleagues from other HDB groups to understand the various needs and challenges, so that we can deliver a seamless end-to-end service to our customers."

Career highlights

Mr Soh is particularly proud of his work on his first e-Service module for renovation guidelines. The module makes it easy for HDB customers and residents to enquire about and view guidelines applicable to their flat, and has led to plenty of good feedback, which allowed him to "really see the impact of our work here at HDB". Another notable project he worked on was the new Building Inspection System, a workflow portal that digitises and digitalises HDB's building inspection process. It also allows HDB staff and consultants to log inspections and analyse possible defects of HDB buildings. He says: "This assures the structural and infrastructure integrity of our blocks, which ensures the safety and security of our residents living in HDB flats." Mr Soh also got to explore how HDB can utilise Internet of Things (IoT) sensors, artificial intelligence (AI) and analytics to optimise operations and effectively manage its properties. He says: "The goal is to create a pleasant and desirable experience for all residents by eliminating the downtime of estate equipment or amenities, and decreasing the inconvenience caused by major repairs." Endless education One aspect of his job that Mr Soh particularly enjoys is the ability to learn continuously. The organisation provides extensive training



PHOTO: TED CHEN

options and encourages its employees to learn in various ways, such as on-the-job training, internal sharing or technical courses. Sometimes, staff are even sent abroad to attend seminars or to attain certification in specialised fields. While the organisation has a list of common courses on technical topics such as data modelling and programming, or on soft skills such as presentation skills, employees can also self-source their training to ensure that they stay ahead of the curve. It ties in with Mr Soh's own belief that the most important quality for one to have is "the ability and willingness to continuously learn, unlearn and relearn", in order to keep up with the ever-changing IT industry. He adds: "The moment you are proficient at a programming language or technology, someone else has found a better way to do it. You'll have to continuously learn new technology and innovate to succeed."

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