

JOB VACANCY

Work Location	Hong Kong
Work Address	Sheung Wan, Hong Kong
Hiring Department	Information Technology
Hiring Position	ITSM Manager
Employment Type	Full-time /Contract /Temporary
Job Responsibilities	<ul style="list-style-type: none"> • Define minimum standards for documentation for ITIL processes with a focus on Knowledge, Change and Problem Management; • Gather requirements from process owners to implement corrective actions; • Review and document processes, including improvements to existing processes; • Measure, Report and Analyze KPIs and Metrics associated with IT services. Create or update reports to support these measures; • End-to-End Process Owner of one or more IT services; • Proactively make decisions and implements actions that will have a continuing effect on the improved quality of processes owned by the ITSM team; • Partner with Internal Stakeholders to Design Processes and Definition of KPIs; • Perform other duties as required and assigned.
Job Requirements	<ul style="list-style-type: none"> • Degree or relevant work experience; • Experience in IT service management and all aspects of the ITIL® v3 (or higher). Service Management lifecycle. ITIL Certification preferred; • Demonstrable experience and capability to participate autonomously in complex projects; • Advanced communication (oral and written) skills; the ability to listen effectively, react appropriately to feedback and construct an effective working environment; • Exceptional collaboration skills including the ability to negotiate to fair and reasonable conclusions; • Ability to work under pressure and be highly pro-active in prioritizing issues and driving continuous improvement across the organization; • Mentor and serve as a resource for colleagues with less experience; • Exceptional teamwork and an entrepreneurial spirit; • Ability to travel occasionally



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How to Apply	Please send your CV stating the position you are applying for by clicking Apply now 
Application Deadline	31 October 2021
Remarks	<p>For other job openings, please visit our Career page for more details.</p> <p>All information provided by applicants will be treated in strict confidence and used for recruitment purpose only. All personal data of unsuccessful applicants will be retained for 12 months for future recruitment purpose and will then be destroyed.</p>