

**Job Title: Specialist, Application Support**

**Rank: Associate – Senior Associate**

**Department: Technology**

**Principal Responsibilities:**

• **Project Involvement:**

- Involve Project in early stage review solution design, dependency, risk/ readiness assessment ensure the deliverables meet Group & Regulator requirements

• **Acting for Production Service Support Team:**

- Production service resume if there is any outages
- To conduct the root cause analysis and to identify the permanent solution
- Perform testing against the fix and perform impact analysis before applying the fix
- Stable and Reliable production environment for the applications in support scope (measured by SLA)

• **On-going monitoring and tracking on application system health level:**

- Drive on-going service improvement plans to continuously sustain a stable and reliable production environment
- Align Data Centre plan and regulatory/Group policy ensure DR/HA in place and the availability

• **Business, Vendors & Regulator Relationship Management:**

- To facilitate interactive and effective business communication
- To manage vendors to work according to the contract terms

• **Risk Management:**

- Escalate the issue/risks identified and propose mitigation actions
- Track the progress of the risk mitigation actions until closure
- Achieve satisfactory audit performance in internal and external audits

**Requirements:**

- Bachelor Degree and above
- 1-3 Years of IT experience, qualified fresh graduate is acceptable.
- Strong Knowledge of application support methodology to manage the maintenance of complex IT systems, related infrastructure and business change initiatives
- Strong proficiency in spoken and written in English, proficiency in spoken and written in Chinese - Strong preferred
- Hands on experience with China security industry is plus.
- CSRC certification is a MUST
- System Development and Project Management experience is plus
- Proven experience manage vendor in whole software life cycle is plus.