



The vision of the Construction Industry Council (CIC) is to drive for unity and excellence of the construction industry of Hong Kong.

The mission of CIC is to strengthen the sustainability of the construction industry in Hong Kong by providing a communications platform, striving for continuous improvement, increasing awareness of health and safety, as well as improving skills development.



Manager - Information Technology, Service Management

Job Ref. Id

CIC_101951

Job Type

Full Time

Closing Date(Dd-Mm-Yyyy)

14-08-2024

The applicant must possess:

1. A recognized degree in Computer Science, Information Technology, or a related field;
2. A minimum of 7 years' experience in an IT service management role. With Solid experience in administrating the ServiceNow platform;
3. Track records in establishing Corporate Service Management beyond IT would be a definite advantage, a more senior position may be considered subject to the candidate's profile and experience;
4. ITIL certification is mandatory, preferably at ITIL Managing Professional or above levels, Practice Managers who are pursuing higher level certifications would also be considered;
5. Sounded technical knowledge of Workplace solutions such as ServiceNow, Appspace, XiO Cloud, and Microsoft M365, etc;
6. Excellent analytical skills and proficiency with ITSM tools such as CMDB, help desk software, or asset management systems;
7. Experience with multi-site or academic institution IT services would be beneficial but not mandatory;
8. Strong problem-solving and analytical skills to identify root causes and propose effective solutions;

9. Excellent communication and collaboration skills to work effectively with both technical and non-technical stakeholders;
 ✓ Apply online (https://apply5.lumessetalentlink.com/apply-app/pages/application-form?jobId=QBQFK026203F3VBQB688NV4NO-8928&langCode=en_GB)
10. Attention to detail and a commitment to delivering high-quality service management;
11. Knowledge of vendor management and staying updated on emerging technologies and cybersecurity threats; and
12. Proficiency in both written and spoken English and Chinese.

(Applicants who do not possess the required qualifications and / or experience may be considered for other positions within the organisation.)

Duties include:

1. To develop and implement IT service management standards, processes and procedures to ensure effective service delivery and management;
2. To ensure adherence to ITIL standards and best practices within the IT services organization;
3. To maintain the Service Catalogue, regularly report the service metrics, and ensure service levels and key performance indicators are met;
4. To lead the Service Support team, providing leadership, guidance, and support to ensure high-quality service;
5. To manage incidents, communicate effectively with stakeholders, escalate issues, and provide timely resolution;
6. To act as an escalation focal point, identifying and resolving conflicts and bottlenecks in IT service delivery;
7. To administer and maintain the ServiceNow platform and keep asset database up to date;
8. To maintain a strong understanding of current regulations regarding data security, privacy, and data retention policies; and
9. To carry out any other duties as assigned by the Executive Director from time to time.

Applications:

The position is on a renewable fixed-term contract (subject to performance and operational needs) for a period of 2 years.

Please click the below “Apply Online” to complete the application form and upload the updated curriculum vitae, the results of English and Chinese Language obtained in public examinations, current and expected salary together with a covering letter stating one’s suitability for the job on or before **14 August 2024**.

For further details on CIC please refer to website: <http://www.cic.hk>.

All information provided by applicants will be treated in strict confidence and used for consideration in relation to the relevant post within the organisation. All personal data of unsuccessful applicants will be destroyed within two years from the date of the application deadline. Applicants who are not invited for an interview within 8 weeks may consider their application unsuccessful.
 此文件關於招聘。如有需要索取此文件的中文版本，請致電 2100 9024 或以電郵 hr@cic.hk 聯絡。



✓ Apply online (https://apply5.lumessetalentlink.com/apply-app/pages/application-form?jobId=QBQFK026203F3VBQB688NV4NO-8928&langCode=en_GB)