

Vacancy

CLP Power Hong Kong Limited
Customer & Business Development
Customer Experience Support
Digital Technology Solution Management
Senior Digital Technology Solution Analyst (2-Year Contract)
[Ref. CLPP-CBD-CES-DTSM-SDTSA]

CLP was founded in Hong Kong in 1901, at a time when electricity was still a novelty worldwide. Today we power millions of homes and businesses across the Asia Pacific regions. In Hong Kong, we operate a vertically-integrated electricity supply business providing a highly-reliable supply of electricity to 80% of the city's population. Outside Hong Kong, we invest in the energy sector in Mainland China, India, Southeast Asia, Taiwan and Australia. Our business includes power generation, transmission and distribution, and electricity and gas retail activities. Our goal is to meet Asia-Pacific's energy challenge in a sustainable manner from one generation to the next.

CLP is an Equal Opportunity Employer and is committed to providing a working environment free from discrimination or harassment. All applicants will be considered for employment on an equal basis regardless of gender, physical or mental state, race, nationality, religion, age, family status or sexual orientation.

CLP is also a certified Fair Wage Employer in recognition of the Company's exemplary wage policies and practices.

We are looking for a high calibre individual to join the Customer Experience Support Department in our Customer & Business Development. Reporting to the Billing Manager, the appointee will be responsible for the following:

In support of the company's business needs, we are looking for a high caliber professional to join the Digital Technology Solution Management Branch. Reporting to Senior Digital Technology Solution Management Manager, the candidate is required to carry out major duties as follows:

- Contribute to the design and implementation of major IT initiatives (e.g. CLP App / web and SmartHome) including the development of business case, evaluation, testing, change management and roll out
- Understand requests from internal users, provide professional advice and determine priorities for changes as required
- Ensure IT applications are maintained and enhanced in a timely and efficient manner to cater for changes in the business environment and operational needs
- Technical understanding of operations and systems (e.g. SAP), and the ability to review processes with a mindset to improve / automate for greater operational efficiency
- Work with internal and external stakeholders to identify improvement opportunities, address business pain points and facilitate the adoptions of digital business solutions to enhance customer experience
- Proactively engage stakeholders with an innovative mindset to creatively solve business problems with digital solutions and challenge the status quo
- Foster productive and supportive relationships and networks within and outside the organization

Requirements:

- University degree or equivalent in Information Technology, Business or related discipline
- At least 5 years' IT experience of developing and implementing IT or digital transformation projects; previous Scrum experience is a definite advantage
- Ability to manage, propose and support change management projects to meet emerging business challenges
- Ability to communicate and collaborate with multi-disciplinary teams
- Technical and domain knowledge in ERP (such as SAP), digital customer services, e-commerce, mobile payment, mobile apps
- Excellent skills in stakeholder engagement, innovation and problem solving
- Experience in Design Thinking is desirable
- Proficiency in spoken Cantonese, written Chinese and English

Please apply by sending email to hrcd@clp.com.hk giving a detailed C.V., including academic qualifications, career history, major achievements and personal attributes on or before **25 September 2021**.

Important: To facilitate our easy tracking please use a unique file name for all attachments and your email subject box in this format: *CES_DTSM_SDTSA_Last Name_First Name_Other Names (if applicable)*

Applicants not invited for interview within 6 weeks from the closing date may assume their applications unsuccessful.

Information provided will be for recruitment purpose within the CLP Group and only short-listed candidates will be contacted. We comply with all applicable laws and regulations of HKSAR in handling applications. For details of the Personal Information Collection Statement, please visit our website:

<https://clp.to/engPICS>

For further information on our company, please visit our website:

<https://www.clpgroup.com/>



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