

For Internal & External Applications

Vacancy

**CLP Power Hong Kong Limited
Information Technology Group /
Cloud Program and Infrastructure Transformation /
IT Infrastructure
Team Lead – IT Operations (Grade: MP4)
[Ref. CLPP-ITG-CPIT-ITI-AE-ITO]**

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.

CLP has embarked on a journey to becoming a "Utility of the Future" which is customer-centric, agile and digitally-enabled. The company is launching strategic transformation initiatives across the business in which next generation technologies will play a pivotal role.

We are looking for a passionate IT professional to join the Cloud Program and Infrastructure Transformation within the Information Technology Group of CLP Power Hong Kong Limited. The successful applicant will be responsible for the following duties:

Key Responsibilities:

- Experience to lead and response the 7x24 IT Monitoring Centre/ IT Command Centre as a centralised focal point for all IT incident through continuous drive the IT service monitoring competency detection.
- Experience on Major Incident Commander role to drive major incident resolution.
- Hands on experience on establish process and mechanism for effective monitoring of systems with a view to minimise unplanned system interruption (e.g., Identify leading indicator of system health issue, correlate multiple source of data for analysis) and timely identify system issue (e.g., active monitoring of website for service outage).
- Responsible for regular review and refine systems and services monitoring requirements with consideration of the changes in business needs (e.g., change in business criticality) and lesson learnt from prior incidents.
- Maintain, enforce and regularly review procedures and processes in associate with crisis management, IT service continuity management, disaster recovery and business continuity with consideration on the evolving technology landscape (e.g., Cloud based backup solution, cross-site availability) and service requirements; Fully leverage technology in optimising service provision.

- Manage and conduct regular vulnerability and patch maintenance activities, server and system patches, disaster recovery drills and crisis management drills to ensure planned processes and procedures are effective.
- Drive internal improvement programs with other relevant teams on identified improvement areas for enhancing system reliability (e.g., optimal timing for firmware upgrade).
- Design and implement sourcing strategy on IT operation services; Manage suppliers' performance through establishing proper governance processes and regular performance review.

Requirements:

- A recognized University degree in Information Technology, Computer Science, or related disciplines. Master's degree in a related field is desirable.
- At least 6-8 years' experience in providing IT infrastructure / operations services.
- Professional credentials in ITIL, PMP, COBIT, ScrumMaster, DevOps, cloud certifications or relevant disciplines preferred
- Proven track record of problem solving and analytical abilities
- Strong technical capability, vendor management, communication, and relationship management skills
- Proactive, performance driven and results oriented

Please apply by sending email to chr@clp.com.hk giving a detailed C.V. including current and expected salary, career history, major achievements and personal attributes on or before **28 January 2022**.

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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