Vacancy

CLP Power Hong Kong Limited
Information Technology Group /
Cloud Program and Infrastructure Transformation /
IT Service Management
Associate – IT Service Management
[Ref. CLPP-ITG-CPIT-ITSM-A-ITSD]

Founded in 1901 as China Light and Power Company Limited in Hong Kong, CLP Group has grown from a Hong Kong-based power utility into a leading investor and operator in the Asia Pacific Region's electricity market. Its portfolio comprises over 60 generation assets of gas, coal, nuclear and renewable energy, distribution and transmission assets and retail operations. The CLP Group is owned by CLP Holdings, a company listed on the Stock Exchange of Hong Kong.

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:

- Role will be responsible to review IT Change Requests to ensure all IT changes have adhered to the defined IT Change Management processes and policies before being approved for implementation and that all post deployment activities have been performed.

- The role will be responsible to prepare all applicable IT changes to be presented to the Change Advisory Board (CAB) for review.

- Role will be responsible to provide feedback, reports and metrics to leadership stating the current state of IT Change process and policy adherence. Close interaction with Incident Management, Problem and Configuration Management will be required.

- IT Service Management (ITSM) experience ITIL certification is a must.

- Strong analytical and communication skills are required. Experience with process, policy and metric development is a plus.

- Experience with Configuration Management is a plus.

Requirements:

- A recognized university degree / diploma or equivalent in Computer Science or related area.

- Two to three years related experience in IT Service Management.

- Knowledge in Incident Management, Problem Management and Change Management is preferred.

- Professional credentials in ITIL or relevant disciplines preferred.
- Good attitude and manner in handling customers.
- Fluent in Cantonese, proficiency in both spoken and written English is preferred.

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 **15 Jan 2021.**

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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