

Vacancy

CLP Power Hong Kong Limited
Information Technology /
Cloud Program and Infrastructure Transformation /
IT Service Management / IT Service Desk
Senior Analyst/Engineer – IT Service Management
[Ref. CLPP-IT-CPIT-ITSM-ITSD-SAENG-DSS]

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 of CLP Power Hong Kong Limited. The successful applicant will be responsible for the following duties:

Key Responsibilities:

- Collaborate with vendors and service providers for solution planning, service delivery and technical support activities
- Assist with business case development and evaluate technical feasibility/resource requirements
- Get involved in projects which target at new technology adoption/user experience improvement/security upgrade etc.
- Perform initiative(s) under guidance from Team Lead/Senior(s) in daily IT activities in assigned domain area(s) and/or assigned IT projects, assisting with compliance review & best practice adoption
- Assist and deliver IT Service Management support services related to incident management, problem management, knowledge management, change management and asset management areas.
- Troubleshoot IT services related problem and escalate where applicable.

Requirements:

- Bachelor's degree in Information Technology, Computer Science, or related disciplines. Master's degree in a related field is desirable.
- Professional credentials in ITIL, PMP, COBIT, ScrumMaster, DevOps, cloud certifications or relevant disciplines preferred
- 4-6 years of experience in providing IT services
- Extensive experience in project and vendor management experience
- Knowledge or hands on experience of SaaS ITSM platform and call center platform would be a definite advantage
- Knowledge or experiences on working meeting room VC/collaboration platform will be a plus
- Good spoken and written English
- Good at vendor management, relationship management, change management and leadership skills
- Strong communication and problem solving and analytical skills
- Demonstrable commitment to continuous learning
- 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 **2 July 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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Energy for Brighter Tomorrows