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| Job Title | Service Delivery Analyst |
| Job Level | 4B |
| Location | Singapore |
| Business Unit | Asia |
| Function | Group Technology Services |
| Leader | Regional Infrastructure Solution Manager |
| People Leadership | Nil |
| Role Purpose | |
| <p>To provide quality IT support to the business by resolving service requests, administering business and system applications and providing proactive control and monitoring of the IT estate in line with service requirements and within SLA.</p> <p>To provide assistance to regional market(s) in defining system, application and reporting requirements and to coordinate with various sources including GTS team and external vendors.</p> | |
| Responsibilities | |
| <ul style="list-style-type: none">• Provide and manage APAC Service Desk support services ensuring that support calls are logged and closed within established SLA targets, hardware and software assets are recorded and maintained in line with asset management processes, customer requirements and lease agreements• Proactively share knowledge with other team members, updating and documenting procedures and solutions. Suggests and contributes to ways of improving existing tasks and processes using current technology.• Participate in GTS projects when required.• Provide technical expertise and assistance to users, identifying and implementing GTS interventions which support business delivery and align with GTS Department operations.• Engage, and establish successful relationships with users identifying ongoing opportunities for improving the user experience and maximising customer service.• Provide end-to-end system support for relevant business & system applications ensuring support calls are closed within service level targets and system uptime meets agreed business targets.• Configure, administer and support relevant business applications to deliver key business information and functionality to the business.• Liaise with relevant business leaders to confirm business requirements and solution design, as well as to provide support and training in using the relevant applications.• Proactively monitor and maintain systems within system availability targets set by the business taking ownership of the incident or request from end to end. | |

Values



BE PROUD
We are proud of our brands, our heritage, and our commitment to superior quality in our products



BE RESPONSIBLE
We expect every individual and their teams to be accountable and to perform to their full potential



BE SUSTAINABLE
We wish to make a positive contribution to our communities and to our environment



BE PROFESSIONAL
We value integrity, transparency, professionalism and constructive debate within a team working culture



BE ENTREPRENEURIAL
We foster a forward thinking and innovative culture that recognises the need for innovative thinking and continuous improvement



THINK LONG TERM
We are proud of our brands, our heritage, and our commitment to superior quality in our products

Core Competencies:

Relating and Networking

- Establishes good relationships with customers and staff
- Builds wide and effective networks of contacts inside and outside the organisation
- Relates well to people at all levels
- Manages conflict
- Uses humour appropriately to enhance relationships with others

Presenting and Communicating Information

- Speaks clearly and fluently
- Expresses opinions, information and key points of an argument clearly
- Makes presentations and undertakes public speaking with skill and confidence
- Responds quickly to the needs of an audience and to their reactions and feedback
- Projects credibility

Working with People

- Demonstrates an interest in and understanding of others
- Adapts to the team and builds team spirit
- Recognises and rewards the contribution of others
- Listens, consults others and communicates proactively
- Supports and cares for others
- Develops and openly communicates self-insight, such as an awareness of own strengths and weaknesses

Delivering Results & Meeting Customer Expectations

- Focuses on customer needs and satisfaction
- Sets high standards for quality and quantity
- Monitors and maintains quality and productivity
- Works in a systematic, methodical and orderly way
- Consistently achieves project goals.

Applying Expertise & Technology

- Applies specialist and detailed technical expertise
- Develops job knowledge and expertise through continual professional development
- Shares expertise and knowledge with others
- Uses technology to achieve work objectives
- Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity
- Demonstrates an understanding of different organisational departments and functions

Achieving Personal Work Goals and Objectives

- Accepts and tackles demanding goals with enthusiasm
- Works hard and puts in longer hours when it is necessary
- Seeks progression to roles of increased responsibility and influence
- Identifies own development needs and makes use of developmental or training opportunities

Skills and Qualifications:

Essential:

- 5+ years' experience in Systems & IT Support
- In depth knowledge of Microsoft Operating System Technologies, including but not limited to Windows Server, Microsoft Windows Operations System.
- Understanding of Device client Management tools.
- Able to support a Microsoft Active Directory, Office365 admin and MSOffice environment
- Good knowledge of client hardware & desktop applications (including imaging & software deployment)



- Experience with regional office support and ERP systems
- Basic Knowledge of Networking Technologies.
- Able to communicate verbally and in written form to a good level in English and Traditional Mandarin.
- Ability to work across organisations and cultures.
- Can clearly communicate at all levels.

Desirable:

- A team player, keen to resolve issues, whilst sharing knowledge with team.
- Can work on their own initiative and to agreed objectives with full responsibility for quality of work performed.
- Ability to develop relationship focused on customer service with ability to empathise with users.
- Demonstrates analytical and logical thinking. Uses experience to resolve issues, recommend solutions, implement preventive measures and deliver results.
- A keen and enthusiastic passion for technologies.

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| Created by: | Chetan Jivan |
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| HRBP: | Kirsty Morris |
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