

JOB DESCRIPTION

JOB TITLE: DIRECTOR OF IT SERVICES

Summary of Job:	<p>A key role to the overall IT strategy, the Director of IT Services identifies, procures and maintains the most cost-effective, reliable, efficient, and growth enabling infrastructure to support our business. This includes the global WAN, cloud-based IaaS and SaaS, on-premise physical & virtualised infrastructure.</p> <p>The Director of IT Services is also responsible for the SAP BASIS function within IT. In addition, the Director of IT Services supervises the End User Services Team which provides IT support to all our users world-wide.</p> <p>The selected candidate is accountable for operational excellence in all projects and initiatives undertaken on the above areas, with duties including product and service reviews, feasibility and cost benefit analysis, prioritization, initiation, execution and closure of all project work.</p>
Reports to:	Chief Information Officer
Line Management Responsibility:	This position has currently 6 direct reports.
Location:	Singapore
Key Tasks and Activities:	<ul style="list-style-type: none"> • Works as a strategic business partner with client leaders and IT to continuously evaluate and improve the service provided to the business. • Is responsible for the overall Enterprise Architecture for the Company. • Leads the analysis, requirement gathering, design, documentation, and implementation of small to complex IT service solutions. • Provides direction to team members both operationally, and developmentally, by co-creating objectives and supporting them to realize their potential. • Serves as infrastructure and service delivery advisor for the continuous improvement of our IT landscape. • Acts as a change agent for digitization opportunities. • Sets IT infrastructure and related services direction to ensure systems are capable of accommodating future trends and growth.

	<ul style="list-style-type: none"> • In constant touch with the latest trends and newest technologies, identifies potential innovations that can give our business a technological competitive advantage and is able to articulate the benefit to the business leaders. • Ensures systems and processes are implemented in alignment with industry best practices, with appropriate levels of security and cost effectiveness. • Develops strong and positive working relationships with third-party vendors
Area Covered:	IT Infrastructure and equipment, telephony, network, and end user support.
Key Relationships:	<ul style="list-style-type: none"> • The Director of IT Services will foster excellent relationships with the Business Leaders and with the rest of the IT team. • Fully integrated with the rest of the IT organization, he or she will work hand in hand with the rest of the teams to ensure the provided service is integrated and consistent with the overall IT strategy and it is set to maximize our users experience. • External IT vendors and partners.
Qualifications Required:	<ul style="list-style-type: none"> • Bachelor's degree (or equivalent work experience) with 10+ years IT experience • Master's degree a plus • A minimum of 5 years' experience managing IT teams, programmes, and project • Strong demonstratable technical knowledge across multiple IT domains (Networking, infrastructure, AWS cloud)
Key Skills/ Knowledge Required:	<ul style="list-style-type: none"> • Experience leading teams to deploy cloud solutions in an enterprise environment, specifically using AWS and Office 365. • Demonstrated experience in project management and leading teams to meet deliverables on time and within budget. • Commercially astute with significant experience managing IT budgets specifically with cloud IaaS and SaaS models. • Experience with SAP BASIS and/or running SAP on a cloud environment highly desirable. • Experience managing Global WAN/LAN technologies, ideally with exposure to SDWAN and/or virtual networks. • Experience with helpdesk and/or end user support required. • Experience leading and coaching global teams. • Excellence in analytical skills and business knowledge.