IBF CAREERS CONNECT

A-IT Contract Roles – 19 Jan 2024

In partnership with *A-IT Software Services* - a specialist in contract roles within the technology and IT space – IBF Careers Connect is pleased to share the following **contract opportunities** that are currently available.

Instructions

If you are interested in applying for any of these roles, please cite the job requisition number (e.g. MAX123) and mention IBF Job Digest when sending your resume directly to jelin@aitsoftware.com by 24 Jan 2024, Wednesday.

In your CV, kindly highlight those key skills and experience that matches to those experience, skills and certifications which was specified in the Job description.

A-IT Contract Roles – 19 Jan 2024

Job title: IT Automation & Manual Tester (intermediate) (MAX 3714)

Work location: Central   **Contract period: 12 months contract**   **Headcount : 1**

Monthly Salary: $5000 - $6100

- **Experience in UAT testing and using project management tools (Confluence, JIRA) is preferred**

- Experience in banking industry and prior work experience in testing of digital marketing, contextual marketing and workflow/workbench is preferred

Job Description

1. Job Description:
   - Collaborate with the business analysts (BA) and Technical specialists during the requirement gathering phase to review & accept the requirements
   - Assess and propose appropriate testing approach and testing scenarios, and sign off criteria to stakeholders and get concurrence.
   - Prepare proper documentation on the data flow, design , business solutioniing and testing approach
   - Provide regular, structural reporting and status updates to all impacted stakeholders and management, highlighting any key risks or issues
   - Study and analyze all documentation on the lending process, to understand the business requirements and translate into test cases and test scenarios
   - Prepare test plans, test cases and test scripts. Write test cases and test scenarios for assigned project.
   - Execute regression tests, functional testing and data testing to test robustness of platform
   - Report, track and determine priority of reported defects
   - Perform issues tracking and coordinating with users and tech team to resolve the issues
   - Actively support UAT to ensure on time delivery
   - Prepare the relevant documentation that documents the test scope, test cases and overall testing progress
   - Stays abreast of QA & testing best practice and latest available tools, frameworks and standards
   - Help and lead the automation of the various test cases with vendor

2. What you should have
   - Meticulous, analytical and process oriented, familiar with software development lifecycle
   - You work smart with minimal handholding, and are ready to improve processes.
   - Strong communication and collaboration skills
   - A self-driven and highly motivated hands-on-mentality
   - **Experience in UAT testing and using project management tools (Confluence, JIRA) is preferred**
   - **Experience in banking industry and prior work experience in testing of digital marketing, contextual marketing and workflow/workbench is** preferred

IBF CAREERS CONNECT

A-IT Contract Roles – 19 Jan 2024

Job title: **Risk Specialist (intermediate) (MAX 3715)**

Work location: East   **Contract period: 6 months contract**   **Headcount : 1**

Monthly Salary: $4000 - $6000

Job Description

Responsibilities:

- **Manage Cheque Processing Vendor** to ensure optimal performance and improvement of existing processes
- Monitor service levels performance against critical measures set in service contract
- Review monthly invoices billed by vendor
- **Oversee Change Controls and Special Requests** to manage changes in the outsourced environment with the respective subject matter experts or control functions in the bank.
- **Review processes and identify areas for improvement, risk and control.**
- Perform operational issue / incident / escalation management of cheque/courier-related matters and identify root cause(s) and implement preventive measures.
- **Prepare and facilitate audits by internal, external or regulatory audit functions**.
- Provide operational support to Business Units for new initiatives.
- **Manage Business Continuity Planning (BCP**) for outsourced-related matters
- **Support Data Loss Prevention (DLP) implementations** in the outsourced area
- Perform and support site visits with site visit SMEs and control functions
- Ensure control gaps are addressed with timely and appropriate action plans by the vendor

Requirements:

- **Minimum 8-10 years' relevant experience in financial institution**
- Strong leadership skills with sound, analytical and decision making abilities
- Excellent inter-personal and communication skills in dealing with all levels of staff and external parties
- Strong people-relations and influencing skills
- Demonstrate critical thinking: ability to suggest improvements and identify risks
- Strong Service orientation and professional work attitude: ability to prioritize, and manage internal clients' expectations
- **Domain knowledge in courier services or cheque processes** will be an added advantage

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A-IT Contract Roles – 19 Jan 2024

Job title: Risk & Control Analyst (intermediate) (MAX 3716)

Work location: East   **Contract period: 12 months contract**   **Headcount : 1**

Monthly Salary: $4000 - $7000

Job Description

Responsibilities:

- Collaborate with various T&O technology teams in the maintenance of effective internal controls;

- Liaise with the Group Audit, Group Legal and Compliance and T&O ORM teams on a regular basis;

- Support team lead to manage internal/external audit engagements;

- Raise issues/concerns, and provide constructive advice to the management so that significant IT risk and control issues are escalated and resolved properly;

- Execute risk assessments and perform controls testing to ensure their effectiveness;

- Track process improvements and issues corrective actions to ensure timely closure;

- Work closely with stakeholders and security teams to mitigate/resolve reported security vulnerabilities

- Provide support and review on the privilege ID usage and conduct review to ensure adherence to access controls standards, including investigate on reported exceptions

- Perform data analysis or procedure reviews to ensure compliance to the bank security standards;

- Work with internal stakeholders and vendor to review and streamline the work processes of the bank and vendors

Requirements:
- **Minimum a degree in Information Technology, Engineering or related discipline**

- **4-7 years of working experience in Risk Management within IT.**

- **Experience in IT audit, Cloud Security** will be an advantage

- **Good understanding of Secure Software Development Life Cycle, Threat and Vulnerabilities Assessment, Agile Methodology and IT General Controls**

- **Good understanding of technology and operational risks, regulatory requirements**

- Strong communication, interpersonal and written skills

- Able to work independently with minimal supervision and with a positive attitude

- Willing to learn and take new challenges with an open-mind.

A-IT Contract Roles – 19 Jan 2024

Job title: **Business Analyst for Portfolio Analytics and Regulatory Climate Stress Testing (Beginner) (MAX 3717)**

Work location: Central   **Contract period: 12 months contract**   **Headcount : 1**

Monthly Basic Salary: $4,500 - $5000

Job Description

Job Function: Business Analyst for Portfolio Analytics and Regulatory Climate Stress Testing

About The Role:
- **Key role as a business analyst on Portfolio Analytics and Regulatory Climate Stress Testing within Risk Management Group.**

Job Responsibilities:

- **Understand the climate stress testing business requirements, writing user stories and technical specifications including test cases and expected results**.

- During the solutioning process to ensure solutions and design implemented are fit for purposes, long term and scalable.

- Working with technology for system development in an Agile framework to explain requirements, tracking of backlog and user stories delivery.

- Conduct first level user testing and tracking all known issues, and work with technology to drive resolution within sprint timelines.

- Actively managing the UAT process and timelines, working with end users to explain results and issues resolution towards UAT sign off and go live deployment

- Clearly documenting all steps in the project and testing results. And be able to provide timely update to stakeholders

- Participate and support the coming climate stress testing exercise within the bank, and any other related projects.

Requirements:

- **Domain knowledge on regulatory climate stress testing, capital requirements rules on RWA or IFRS9 Expected Credit Loss (ECL)**

- Domain knowledge on regulatory models implementation is a strong plus

- Strong experience of project delivery or system implementation

- Keen understanding of application solutioning and system design

- **Excellent programming skills in Python, SQL** or other advanced languages; experience working with large and complex datasets

A-IT Contract Roles – 19 Jan 2024

Job title: Finance Analyst (MAX 3718)

Work location: Central   **Contract period: 6 months contract**   **Headcount : 1**

Monthly Basic Salary: $4000 - $6000

Job Level : 3 years of relevant experience (L2)

Job Description

Finance Analyst (SG) Contract (6 months)

Job Responsibilities

- **Asset Management** – Manage laptops inventory, issuance, write-off of assets, etc.
- **Financial Data Management** - Ensuring accurate/up-to-date data entries in excel trackers
- Work with various senior managers to monitor utilization of budget.
- **Prepare monthly financial dashboard reports.**
- Assist with yearly budget exercise.
- Process invoice payments.
- **Create PR/GR/Extract reports using SAP system**.
- **Upkeep of Finance Share Point/Shared Folder Repository.**
- Prepare weekly reports for Finance Lead on open tasks/ issues.
- Other Finance/Asset Management related ad-hoc tasks as directed by the Finance Lead

Qualifications and Skills Required

- Bachelor's Degree in Banking & Finance/ Business Management or related field.
- **At least 3 years' relevant experience preferably in a Finance Institution or Consultancy firms.**
- **Above average excel skills (Advance formulas, pivot tables, building of reporting dashboard). Strong in data analysis using excel.**
- **Good knowledge in Power Point and have prior experience in preparing PPT slides for reporting purpose. Knowledge in Power BI will be a plus.**
- **Good experience in managing/responsible/implementing business process improvement.**
- **Have working experience in SAP system (PEMS).**
- Excellent internal communications, written and verbal communication skills.
- Strong analytical and troubleshooting skills.
- Strong Attention to details.
- Willing to learn attitude and able to work independently.
- Able to handle confidential data in a professional manner. PDPA related certification will be a plus.
- **Experienced in software and related maintenance contractual/commercial processing** will be a plus.
- **Have knowledge in managing Share Point** will be a plus.
- **Experienced as a PMO support in Bank Projects** will be a plus.

A-IT Contract Roles – 19 Jan 2024

Job title: **Production Support Analyst (MAX 3719)**

Work location: Central   **Contract period: 12 months contract**   **Headcount : 1**

Monthly Basic Salary: $4000 - $6000

Role: Production Support Analyst   Job Level: 1 - 2 years of relevant experience (L1)

Job Description

- Key Skills: Verbal / Written Communication Skill & Time Management

Job Objectives

- RSA user administration, token assignment, QR code generation and access grant based on approved access matrices and established procedures.
- Provide assessment and release of privileged password request through Password Management Solution
- Ensure manual password change for Dual Control Privileged IDs are performed
- Perform onboarding and off-boarding of Firewall/Network devices Privileged IDs

Key Responsibilities

- Handle user requests, communications and respond to queries appropriately within SLA.
- Conduct periodic review of user/token access to ensure access granted to users are according to approved functions/roles and access matrices.
- Generate user/token reports periodically, review access and proactively identify users eligible for access renewal/revocation.
- Monitor system warning/error messages on license usage and support for user/token authentication issues to ensure satisfactory resolution or prompt escalations to management for attention.
- Participate in project implementations and conduct testing to ensure that the system access meets the security policy and established guiding principles.
- Assist with ad hoc report extraction, generate reports, maintain user guide and process documentations.
- Provide assessment and release of privileged password request through Password Management Solution
- Ensure manual password change for Dual Control Privileged IDs are performed
- Coordinate with network and infrastructure teams to fix Privilege Password Access related issues

Key Requirements

- Graduate or higher diploma in Information Technology / Computer Science.
- At least 1-2 years of hands-on experience in user administration or in similar capacity, preferably in the financial sector.
- Must demonstrate strong analytical and problem-solving skills.
- Must be process oriented and organized.
- Knowledge in RSA User and Token Administration.
- Knowledge of open systems (Windows/AD/Unix/Linux/DB), scripting languages and excel macros for automation is a plus.
- Proficient in Microsoft Office applications.
- Strong interpersonal communication skills and attention to detail.
- Able to work independently with minimal supervision.
- Ability to multitask and prioritize daily workload.

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A-IT Contract Roles – 19 Jan 2024

Job title: IT Automation & Manual Tester (MAX 3720)

Work location: West   **Contract period:** <mark>3 months contract</mark> **(12 weeks contract)**
Headcount : 1

Monthly Basic Salary: $3200 - $4500

Job Description
- Conduct review/ walkthrough sessions with key stakeholders (e.g. Product GTS,
  - Operations BAU and Technology teams) for the following documents:
  - Test plan and test cases
  - Roll-out training material
- Execute UAT cases, analyze issues encountered in UAT and provide UAT status reports to project stake holders
- Participate in the pre-implementation preparation and post-implementation support exercises including end-user live verification during roll-out (when needed)
- Ability to provide test support across the regional offices (SG, HK, MO, TW, AU, UK, ID, IN, CN, KR) when needed
- Ability to handle testing for multiple project deliverables concurrently

Job title: **Business Analyst (Intermediate) (MAX 3721)**

Work location: Central
Contract period: <mark>9 months contract</mark>
Headcount : 1

Monthly Basic Salary: $6000 - $7000

Job Description

Responsibilities

- **Manage the Employee Experience Council (EXC) as part of the programme office, ensuring alignment to EX strategy and consistent communications to employees**
- **Develop aspirational EX strategy with Generative AI**
- Discover and define challenges impacting Technology Satisfaction and partner relevant squad members/ stakeholders to uplift Technology Satisfaction

Requirements

- **Bachelor degree with >5 years of experience in financial services or consulting, is a critical thinker, creative problem solver, and process driver**
- A self-starter and collaborator that flourishes in a fast-paced, ever-changing, and deadline-driven environment
- Ability to manage a wide range of stakeholders and objectives with conflicting and competing priorities
- Ability to adapt and understand dynamic and ecosystem of the firm in order to interact with relevant stakeholders
- <mark>Proven track record to work creatively and analytically with digital solution and technology driven organization</mark>
- Demonstrate curiosity and passion in emerging trends and technologies

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A-IT Contract Roles – 19 Jan 2024

Job title: Business Analyst (Intermediate) (MAX 3721)

Work location: Central
Contract period: <mark>9 months contract</mark>
Headcount : 1

Monthly Basic Salary: $6000 - $7000

Job Description

Responsibilities

- **Manage the Employee Experience Council (EXC) as part of the programme office, ensuring alignment to EX strategy and consistent communications to employees**
- **Develop aspirational EX strategy with Generative AI**
- Discover and define challenges impacting Technology Satisfaction and partner relevant squad members/ stakeholders to uplift Technology Satisfaction

Requirements

- **Bachelor degree with >5 years of experience in financial services or consulting, is a critical thinker, creative problem solver, and process driver**
- A self-starter and collaborator that flourishes in a fast-paced, ever-changing, and deadline-driven environment
- Ability to manage a wide range of stakeholders and objectives with conflicting and competing priorities
- Ability to adapt and understand dynamic and ecosystem of the firm in order to interact with relevant stakeholders
- <mark>Proven track record to work creatively and analytically with digital solution and technology driven organization</mark>
- Demonstrate curiosity and passion in emerging trends and technologies

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A-IT Contract Roles – 19 Jan 2024

Job title: **Functional System Analyst (MAX 3722)**

Work location: Central **Contract period:** <mark>12 months contract</mark> **Headcount : 1**
Monthly Basic Salary: $6000 - $9000

Role: Functional System Analyst
Job Level: More than 10 years of relevant experience (L4)

Job Description

Job Title:	Location:
L4 - System Analyst - Functional	Singapore
Key Skills:	
Functional SA	
Job Objectives	

The Bank's IT division in Singapore is <mark>looking for an experienced Senior Business Analyst to join its dynamic derivatives development team to lead in providing solutions for Market Risk Scenarios requirements and Risk Regulations</mark> with <mark>usage of historical market data.</mark>

Market Risk Scenarios
Key focus is to enhance Market Risk Scenarios system using historical market data from external data vendors and internal systems. That includes data sourcing from various market data vendors, historical data calibration, backfilling, applying proxies, generate Stress & historical scenarios for Market Risk business for VaR, ES & Risk Regulatory program FRTB.

Key Responsibilities

- <mark>Own **functional Market Data** requirements & analysis for Market Risk (VaR, ES) projects and risk regulatory initiatives like FRTB-IMA</mark>
- Come-up with BRD, FSD and other documents like traceability matrix for Historical Market Data backfilling, proxying, historical scenarios (shocks) generation & establishing data mappings across various Risk Factors in Market Data domain
- Plan & collaborate across different application/infra teams to manage functional dependencies of the solution
- Collaborate with business stakeholders Market Risk Business, technology team to help finalise requirements and deliver solution.
- Assist with completion of System Integration Testing (SIT), User Acceptance Testing (UAT), application performance testing.
- Prepare and manage technical implementation plan across application teams - coordinate technical implementation activities across application teams to ensure non-event production cutover and adequate post implementation support
- Third-line BAU support
- Escalate issues that impacts project schedule on timely basis and propose workarounds/resolutions

- Drive UAT calls with users.

Key Requirements

Skills & Experience

- Manage end to end functional knowledge and business analysis skills on all key market data modules like Data Sourcing from various market data vendors, Backfilling, Calibration & Historical Scenarios.
- **With direct experiences in Historical Market Data Domain to cater to Market Risk requirements for data sourcing from various market data vendors (like Bloomberg, Refinitiv, ICE, MarkIT), backfilling, calibration, proxy & historical scenarios generation for VaR & ES.**
- **Good Business Analysis experience in data sourcing** from various market data vendors, backfilling, curve computation (calibration), proxy, stress scenarios & historical scenarios generation **for Market Risk and Regulatory requirements**
- **Cater to various historical market data requirements** for historical scenarios for Murex upgrade
- Extensive knowledge of various market data instruments such as equities, commodities, FX, IR curves, options, volatilities etc.
- Experience in any of EDM/MDM market data product like Neoxam, Asset Control, Golden Source, MarkIT etc.
- More than 10 years (for L4) track record in analysing requirements and tracking delivery of global/regional IT capabilities for a bank or multi-national/regional company
- Experience in banking industry preferred
- Proven result-oriented person with a focus on delivery
- Highly effective communicating with technical stakeholders, proficient communicating with non-technical stakeholders
- Good problem solving, analytical, synthesis, system thinking and solutioning skills
- Good to have some scripting/coding capabilities in either one or more of the following skills: Windows batch/Unix shell scripting, java script, SQL, PL-SQL, vendor proprietary language etc.

Functional Expertise Required in following domains:
- **Market Data (Historical & EOD)**
- **Market Risk**
- **Global Markets**

Competencies
- Ability to communicate complex topics in an understandable way using a level of detail and terms appropriate to the situation
- Must be a good team player and able to drive consensus amongst stakeholders with conflicting viewpoints and objectives
- People and team management in a transversal function
- Ability to effectively communicate, interact with and influence technical associates, business and operational partners and executives
- Work effectively within a fast-paced, cohesive architecture team and willing to learn fast and adapt quickly to change
- Possess strong understanding of business strategies and able to translate them into concrete achievable action plans
- Able to collaborate and drive motivation across a diverse slate within and across teams and can deal with difficult conversations effectively
- Owns and enhances workflows and processes, and delegates with clear accountabilities across the teams to meet objectives / outcomes

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- Promotes an environment of learning and development. Understand and develop team members and others to achieve their professional growth
- Highly effective communicating with technical stakeholders, proficient communicating with non-technical stakeholders

Education
- Bachelor's degree in computer science, engineering or similar domain
- Related professional qualification like FRM

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Job title: Crypto Key Administrator (MAX 3723)

Work location: Central   **Contract period: <mark>12 months contract</mark>**   **Headcount : 1**
Monthly Basic Salary: $4000 - $5000

Role: Crypto Key Administrator
Job Level: Preferably 1 to 2 years of related experience (L1)

Job Description

Project:	Key Skills:
Governance Coordination	Verbal / Written Communication Skill & Time Management

Job Objectives
➤ Be the single point-of-contact for governance related matters.   ➤ Liaise between IT Security Governance and Support Teams on data collection and submission.
Key Responsibilities
➤ Be the liaison between the Governance team and supporting teams throughout the audit cycle   ➤ Provide administrative and project management support for audit and governance related engagements.   ➤ Track, manage and monitor the status of critical tasks and deliverables   ➤ Coordinate and submit data / documentation for submission.   ➤ Perform sanity check on internal responses to requests to determine whether it meets the auditor's request in an appropriate manner and level of detail.   ➤ Manage the data gathering required to close out audit engagements.   ➤ Ensure the teams are aware of all upcoming deliverables, deadlines and possible issues/findings.   ➤ Monitor responsiveness and timeliness of requests for information and meetings and follow-up with appropriate levels of management if requests are untimely.   ➤ Maintain a current inventory of audits with a clear understanding of the status of each.
Basic Requirements   ➤ Must be able to communicate ideas, both in written and verbal, in a clear, concise and professional manner; including technical writing skills.

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> ➢ Team skills, including ability to establish and maintain effective working relationships with all levels within an organization, fostering collaboration internally/externally with vendors and staff.
>
> ➢ Must demonstrate strong analytical and problem solving skills.
>
> ➢ Must be process oriented and organized.
>
> ➢ Knowledge of clerical and administrative procedures and systems such as filing and record keeping
>
> ➢ **Preferably have minimally 2 years experience in Information Technology.**
>
> ➢ **Preferably have 1 to 2 years experience working in Banking and/or Finance environment.**

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A-IT Contract Roles – 19 Jan 2024

Job title: **Techno Functional System Analyst (MAX 3724)**

Work location: Central   **Contract period:** <mark>12 months contract</mark>   **Headcount : 2**
Monthly Basic Salary: $6000 - $9000

Role: Techno Functional System Analyst

Job Level: More than 10 years of relevant experience (L4)

Job Description

Job Title:
Techno Functional System Analyst
Key Skills:
<mark>Temenos Triple A+ & T24 related skillset.</mark>

Job Objectives
You will drive / support Private bank projects. Working with the platform stakeholders to ensure concise, coherent, consistent and quality delivery of the target business requirement. You will also be responsible to develop high quality functional specification from the business requirements. Understand the various dependencies on other projects and impact of related pieces. Your duty involves working with different stakeholders from business, operations and other system teams. You are expected to act as a proxy for business/technology throughout the projects and provide guidance in the SDLC such as test planning and analysis, test execution and UAT issue resolution.

Key Responsibilities
- Responsible for the overall system analysis activities; ensures high quality deliverables and meeting project schedules.   - Address and resolve functional as well technical issues relating to the platform   - Ensure functional knowledge is propagated downward to the project technical and QA teams so that quality testing is conducted and followed through   - Support during testing phase of delivery to ensure the functional requirement is delivered as per FSD   - Engage with system vendors to ensure business requirements/functionalities are clear for delivery of FSD throughout the end-to-end project implementation phases
Key Requirements
<mark>**Experience in Temenos Wealthsuite / T24 product**</mark>   <mark>**Hands on working experience in Triple A is a must**</mark>   <mark>**Experience in delivery of Private Banking solution and hands-on experience on at least 1 end-to-end application delivery**</mark>   <mark>**Experience in Unix/Linux shell scripting**</mark>   <mark>**Experience in application solutioning**</mark> as well as code review   - Experience in end-to-end application delivery management in ensuring quality delivery   - Experience in application delivery in ensuring full compliance of Bank's policy and standard   - Experience in working with DevOps and Continuous integration with good understanding of n-Tier application architecture concepts

A-IT Contract Roles – 19 Jan 2024

Job title: Data Framework Engineer (MAX 3725)

Work location: Central   **Contract period: 12 months contract**   **Headcount : 1**
Monthly Basic Salary: $6000 - $9000

Role: Data Framework Engineer
Job Level: More than 10 years of relevant experience (L4)

Job Description

Job Title: Data Framework Engineer	Location: Singapore
Project: CPM	**Key Skills:** • **5+ years of experience with application development in Big Data Ecosystem (such as Cloudera, ElasticSearch, Spark, Presto, Hive, Impala, Kibana, Logstash, Hbase, Kafka)** • **Expertise in large databases such as Teradata, Oracle** • **Expertise in Advanced SQL (Teradata BTEQ, GCFR, Oracle PL-SQL)** • **Expertise in building cloud native frameworks and playbooks using Scala, Java, Python, Shell scripting, Go** • **Experience in large scale implementations and performance optimizations in the Big Data Ecosystem using Spark, Hive, Impala, Apache Kudu, Ozone, Presto, Tez, Iceberg etc** • **Knowledge of frameworks such as Spring, Struts, Hibernate e**tc • Knowledge of Object Oriented Programming, Multi-threading, Containerization, etc • Knowledge of Data Integration tools such as Informatica • Knowledge of Metadata tools, Data Quality tools is a plus • Expertise in integrating applications with Devops tools At least 2 to 3 technical certifications in any of the below technologies: • SQL – Teradata, Oracle • Language – SQL, Java, Python, Scala, Javascript, node.js • Automation / scripting – CtrlM, Shell Scripting, Groovy • Cloudera Hadoop distribution – Hive, Impala, Spark, Kudo, Kafka, Flume

Job Objectives
You will be responsible for the end-to-end software development and support for all work related to projects, quarterly change requests, L3 production fixes. This includes software product implementation and administration, application design, development, implementation, testing and support. You will also be responsible for quality assurance of the team's delivery in conformance with the Bank-defined software delivery methodology and tools. You will partner with other technology functions to help deliver required technology solutions.

Key Responsibilities

- Create frameworks, technical features which helps in faster operationalisation of Data models, Analytical models(including AI/ML) and user generated contents (dashboards, reports etc)
- Create playbooks, practice guides and other artefacts that will allow the engineering team to work in a structured, standard manner
- Independently install, customise and integrate software packages and programs
- Carry out POCs involving new data technologies
- Design and develop application frameworks for data integration
- Create technical documents such as solution design, program specifications for target solutions
- Perform design and development of applications which may not be limited to: Software Applications, Data Integration, User Interfaces, Automation
- Maintain and recommend software improvements to ensure a platform centric management of software applications
- Performance tuning
- Work with production support team members to conduct root cause analysis of issues, review new and existing code and/or perform unit testing
- Perform tasks as part of a cross functional development team using agile or other methodologies and utilising project management software

Key Requirements

- Adopt an uncompromising attitude when it comes to quality and help raise bar of products and team members
- Be a team player who communicates effectively and professionally with both internal and external customers
- Identify ideas to improve system performance and impact availability
- Embrace tackling and resolving complex technical design issues
- Possess strong problem solving and decision-making skills while exercising good judgment
- Strong analytical and problem-solving skills
- Ability to work on multiple projects at a time
- Be able to work under pressure and manage deadlines or unexpected changes in expectations or requirements
- Good communication skills - ability to convey technical information to non-technical audience
- Ability to understand the big picture
- Ability to develop long lasting relationships with all levels
- **Deep understanding and experience in software development cycle, including Agile based rapid delivery**
- **Collaborate with business and IT to analyse, elicit and review business requirements**
- Facilitate communication between vendor, project team, business stakeholders and internal IT team
- Ability to work in a team distributed across multiple locations

A-IT Contract Roles – 19 Jan 2024

Job title: Production Support Engineer (MAX 3726)

Work location: Central   **Contract period: <mark>12 months contract</mark>**   **Headcount : 1**
Monthly Basic Salary: $6000 - $9000

Role: Production Support Engineer
Job Level: 3 – 5 years of relevant experience (L2)

Job Description

Job Title	Job Family
IT Production Support Engineer	Aligned with experience
About GTO	

Group Technology and Operations (GTO) provides software and system development, information technology support services and banking operations.

We have centralized and standardized the technology components into Singapore, creating a global footprint which can be utilized for supporting our regional subsidiaries and the branches around the world. We operate and support 19 countries with this architecture to provide a secure and flexible banking infrastructure.

Our Operations divisions provide transactional customer services for our businesses while also focusing on cost efficiency through process improvements, automation and straight through processing.

Job Objectives

The specialized Group Application Support IT Production Support Engineer is responsible to support application wellness in production, investigate production issue raised, and respond to user with feasible workaround.

Closely follow-up and monitor issue from investigation, pass relevant details to L2/L3 team.

Clarify user queries. Make sure system availability as per SLA across countries for multiple applications / interfaces. Perform scheduled health check tasks across applications and raise alerts in case required.

<mark>Able to work in shift based environment</mark>, support implementations during bank's green zone.

Core Key Responsibilities

- Investigate production issues, respond based on production defect severity SLAs
- Manage and respond to users on timely manner.
- Log incident ticket for production issues and user queries
- Follow up on defect and incident closure and meet incident closure KPI
- Make sure system availability as per respective agreed SLA
- Ensure daily start of day(SOD) and end of day(EOD) execution for supported applications complete successfully
- Provide support for annual Disaster Recovery (DR) exercise for supported applications
- Provide support to System Engineers on server level patches / upgrade as and when applicable
- Knowledge with 3rd party monitoring tools like Control-M, Geneos, Splunk, SQL Monitor
- Knowledge with Market Data, and Geneos monitoring setup and dashboard configuration

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- Ensure application incident & task documentation is properly updated for each production release
- Enthusiastic, hardworking, proactive and goal-oriented, with excellent communication and presentation skills, demonstrated professionalism and attention to detail
- Proven ability to work and resolve production incidents under strict time constraints and provide workarounds using AS400/mainframe or unix shell or DB scripts etc
- Strong skills in AS400, Linux/Unix Shell scripting, MS SQL, Oracle, BMC Control-M Scheduler
- Good to have understanding and experience of ITIL methodology [service operation]

Key Requirements

- **Prior hand-on production support experience of OPEN Systems/AS4000**
- **Good support knowledge in either one of the retail or wholesale payment or customer information systems**
- **Willing to work in onsite shift-support model [24*7]**
- **Hands-on experience in writing AS400 and SQL queries and parsing logs for issue investigation**
- **Hands-on experience in writing shell scripts (UNIX)** and optimize incidents investigation
- Strong written, oral communication skills and able to manage user
- Ability to easily adopt to any technology / environment
- **2 or more years' production support experience in bank or financial vendors across multiple technologies / platform**
- Be able to work in fast pace and high-pressure working environment

Willingness to work across platforms – UNIX / open, AS/400 and mainframe

A-IT Contract Roles – 19 Jan 2024

Job title: **Business Analyst (intermediate) (MAX 3727)**

Work location: Central   **Contract period: 12 months contract**   **Headcount : 1**
Monthly Basic Salary: $4500 - $7000

==**Candidates Need strong SQL, Tableau and Excel skill or experience**==

Job Description

A) Data Analytics:
1. Participate in data projects for Investment Advisory and Products team
2. Gather requirements, collaborate with stakeholders on user journeys, perform data validation, ensure data integrity
3. Using data-driven approach to drive insights and support MIS and sales management strategy
4. Perform regular and ad-hoc data analysis on Advisory Sales and Products attributes, depending on business needs and strategy

B) Business reviews and MIS:
1. Assist in preparation of regular updates and presentation materials for MIS and ad-hoc reporting purposes.

C) Drive productivity:
1. Improve strategy team's productivity through workflow/process enhancements
2. Drive digital adoption by automating existing data extraction/maintenance tasks and processes.

Requirements:
• **2-5 years relevant working experience**
• ==**Proficiency in SQL, Tableau, MS Excel is a must**==
• **Good in using MS office suite (e.g. ppt, word)**
• **Shows interest in wealth management space**
• Excellent communication skills (verbal and written)
• Team player with strong interpersonal and leadership skills
• Strong numeric and analysis skillsSkills

Software Skills	SQL	2 - 4 Years
Software Skills	MS Excel Advanced	2 - 4 Years
Technical Skills	Tableau	2 - 4 Years

Additional Skills: Need at least basic understanding of financial instrument.

A-IT Contract Roles – 19 Jan 2024

Job title: **Digital Program Office Manager (Bank PMO - Project Management Office) (MAX 3690)**

Work location: Central   **Contract period: 12 months contract**   **Headcount : 1**
Monthly Salary: $8000 - $12000

Role : Digital PMO
Job Level : more than 10 years of relevant experience (L4)

Job Description

Job Title: Digital Project Manager and Portfolio Management Office	Location: Singapore

Position: Digital Program Manager and Portfolio Management Lead

Responsibilities:

The Portfolio Manager and Program Manager Lead is responsible in **Leading team to deliver the Regional Change Requests/projects/program** in the digital domain and **Digital Portfolio Management Delivery** is responsible for overseeing and optimizing the management of resources, demand, cost, and pipeline, inflight, completed within a digital program, Boatsize or project **across multiple business unit** and **countries**.

This role will require to lead Digital delivery team and assist the business lead digitally with the development and implementation of Digital Portfolio/ Boat size CRs from end to end including strategic planning, policy & solutions and contribute to issue resolution and escalation, research, analysis activities and planning and monitoring activities to ensure the successful delivery within scope, on time, and within budget.

The primary responsibility of jobholder plays a crucial role in lead, plan , provide solutioning and monitoring CR & project/portfolio delivery status, budget, prepare and publish tracking reports, lasing with key stakeholders across business and technology to aligning business objectives with digital initiatives, ensuring, and maintaining a comprehensive view across program, countries of the digital program landscape (whether it is Card, App, Transaction banking, wholesales, retails, credit risk, Customer channels, etal). The ideal candidate should process a multiple skills set of "Stakeholder management" , " portfolio management", " Program Management" . " complex portfolio min of SGD60m -100million" with Presentation, Digital technology background , Scrum lead , and Analytic skills

Portfolio & Program Management

- Manage a portfolio of complex initiatives that impact one or multiple lines of business that involve Digital Initiatives from end to end.
- Manage all aspects of project and program engagement from planning, resources planning and budget reallocation/track, change management, risks and issues and key KPI timeline.
- Prepare overall implementation plan taking inputs from all stakeholders including technology, business, operations, regulators, etc., and co-ordinate execution by respective owners.

- Ensure that projects/program are proceeding according to scope, schedule, budget and quality standards.
- Manage the day-to-day project activities, including chairing project management working committee meetings and facilitating steering committee meetings.
- Monitor, track and control outcomes to resolve issues, conflicts, dependencies and critical path deliverables.

Portfolio Reporting & Government

- Provide insights analyse from portfolio tracking on "resource rolling off", " key budget deficit", own to initiate to call out "Streamline process" to propose to management for tracking boatsize and digital portfolio from dashboard tracking apart from Hand-on track portfolio data in Jira/ Confluence. Key jobholder require to routinely analyses portfolio to identify bottle neck, gaps & issues in the delivery process and improve delivery performance and pain points as part of KPI role.
- Weekly, Fortnightly, and Monthly Governance lead role to present the dashboard to senior management, Able to manage up senior management including clearly articulate and call out the path to green and meaningful way of portfolio performance
- Able to hand on work on general PMO role as below
    - Timely and high-quality reporting/ governance management of lifecycle covering live delivery pack, backlog, status, resource, financial, risk, and dependency profiles
    - Accurately and timely update financial of drawdown, utilisation for project and to provide timely billings to respective countries and group via advance excel and macro.
    - Accountable for maintain end to end admin process on project including the update list of digital related key pipeline, approved, in delivery and completed initiatives in Jira/ confluence/share point ensuring effective delivery of project data integrity and timely report
    - Rectify the key unreconciled financial report Issue where there will be discrepancy found for remediation
    - Update advance dashboard, capability track and Kanban board for all workflow status of initiatives in Jira or portfolio tooling
    - Ability to track aging, portfolio performance and follow up in order to close the project issues on time
    - Identify the key non Green initiatives and consolidated report for circulation

Stakeholder Management
- Manage and work hand in hand with Business change managers across portfolio to manage Biz stakeholders, e.g., escalation, expectation, conflict, scope changes involving in project managers, project sponsor, technical leads. And cross functional team , senior management e.g. COO, Digital Head, and Delivery Head in communicating the portfolio delivery, plan , resource and budget.
- Manage relationships with stakeholders and ensure teams work in a collaborative environment. This includes cross portfolio to retails, wholesales that involve Digital related items CR and projects
- Manage stakeholders expectations through governance processes.
- Deliver appropriate and effective executive level communication.
- Understand interdependencies between technology, operations and business needs.
- Professional in presentation including facilitate crystal clear and concise communication & meeting amount project team, stakeholders, and senior management, ensuring alignment of objectives and timely delivery of key milestones

A-IT Contract Roles – 19 Jan 2024

Ways of working / team collaboration

- Compliance to Ways of Working, update the playbook for digital & provide proposal for changes/ and streamline process improvement to close any gap in existing portfolio management domain
- Ascertain and share best practices to initiate the better way of working for portfolio
- Ensure team work in collaborate environment
- Lead to improve work as both team and individual contributor
- Continuously analyses existing processes and identify areas for improvement, implement solutions to enhance efficiency and productivities within portfolio management domain
- Trainings for the team in related to tooling and other portfolio administrative process
- Intuitive and being creative - Leverage your technical background to further improve ways of working with comprehend and effectively communicate complex concepts to simplify customer language

Budget Management:

- Responsible for manage overall Digital Boatsize/Portfolio Budget across different Business Segments
- Communicate Budget timeline to corresponding parties and stakeholders (T&O's, BCM, Business)
- Receive submission from BCM/Business, update and submit Boat & Annual Spend template to GTO Finance
- Attends budget meetings
- Track each QR ensure within the budget aligning to the capacity in each Tech stream

Process Adherence:

- Demonstrate transparency in the process / RCAB /GSAT and pipeline planning and delivery methodology playbook
- Coordinate release activities across cross-functional teams, Business, Business Change Management and Retail operations in successfully driving release strategy and roadmap
- Continuously committed in improving Change Request processes and Projects/Boat size Dashboard enhancement within portfolio

Frameworks, process assurance, risk management

- Work with various stakeholders (Business/Product Owner, Program / Project Managers., Technical Delivery Managers, SDM team) review and propose refinements to the Ways of Working and associated SDM deliverables, in particular optimizing Agile vs Waterfall frameworks
- Track and manage Risk Appetite statement performance, MRAs, and Audits
- Work through escalation , governance and related issues.

Other Portfolio management Tasks

- Assume the Project Manager and/or Lead for specific projects assignment
- Maintain accurate and up to date key documentation, SharePoint and safekeep for all digital initiative's information
- Resource Management: Coordinate with PM and Tech Lead to provide the changes in allocate resources squad to support digital initiatives. This includes to analyses the resource model impacting portfolio
- Demand Management: Collaborate with stakeholders to understand and prioritize digital project demands. Evaluate feasibility and impact on existing resources.

- Cost Management: Develop and monitor portfolio budgets. Identify cost-saving opportunities and ensure adherence to financial constraints.
- Pipeline Priorities: Work closely with project managers and teams to establish and maintain a clear pipeline of digital projects. Prioritize initiatives based on strategic objectives.
- Delivery Dashboard: Identify project to the digital projects type, updated the project code, and all key data in initiatives from governance perspective. Maintain SOP and dashboard to ensure up to date. Ensure alignment with business goals and regularly updated dashboard
- Assurance: Ensure the quality of Jira/Confluence is accurate and timely with alignment to roadmap for each country. Perform clean up if required.

Interns:

- Work with HR to bring in intern via the intake process
- Provide training and guidance to interns during their internship ensure their contribution to QR process
- Regular feedback to intern and school for their coaching and training

Qualification & Skill required:

- **10+ years of experience in IT experience, with sensitivity and commitment to business problem solving.**
- **Minimum 8-10 years of retail/digital banking /consultation experience particular Portfolio and Project management, and exposure to banking systems, products, operations, processes.**
- **Exposure to in Regional/global role with multiple nationality across countries**
- Proficient in agile methodologies and project management tools and its framework e.g. sprint planning, spring review, backlog grooming, etc
- **Exposure to Lean/Six Sigma or process re-engineering, transformation program.**

- Experienced of having direct responsibility for project/or portfolio with budget size or Boatsize of min$50 million or equivalent muli-complex program/portfolio management

- **Project Management Professional (PMP) / PRINCE II Certification is preferred.**
- Executive level communication skills with excellent written and verbal communication; expertise in setting and managing customer /senior management expectations
- Technical domain expertise is an advantage, but at minimum is tech-savvy.
- Ability to lead and motivate others; demonstrating empathy and knowledge of personality types and appropriate management techniques
- Leadership qualities, including the ability to motivate and inspire cross -functional team to achieve project objectives, with the ability to establish rapport and maintain a high level of customer trust and confidence.
- Distinctive blend of business, IT, financial and communication skills, as this is a highly visible position with substantial impact
- Good understanding of fast pace /Digitalization Domain and current and emerging technologies and how other enterprises are employing them to drive digital business
- Ability to managing multiple priorities simultaneously and perform well under pressure and tight timeline

- Experience in managing/building high performing team, demonstrated experience and ability in successfully utilizing "soft skills" or "people skills"
- Business Domain knowledge in Retail Banking consumer products such as Core Banking, Digital Banking, Deposits, Mortgage, Cards.

Education

- Bachelor's degree in computer science, engineering or similar domain
- Related professional/technical qualification

Job title: **Output Management Administrator (MAX 3728)**

Work location: Central   **Contract period: 12 months contract**   **Headcount : 2**
Monthly Basic Salary: $6000 - $9000

Role: Output Management Administrator

Job Level: 3 to 5 years of relevant experience (L2)

Job Description

<u>Output Management Administrator</u>

Job Description Summary Technology Infrastructure - Data Center & Computer Operations is responsible for the infrastructure elements of a firm's technology department, and "cross-firm" infrastructure coverage, including infrastructure generalists, telecommunication systems, and network administrators.

Specializes in the firm's data center, ensuring the operation adheres to established procedures, monitoring performance of computing equipment, and coordinating equipment installation / delivery schedules. Evaluates recovery systems / services to ensure timely /efficient data and information processing.

The Technology function is responsible for activities related to the strategic direction and control of all information systems and technology capabilities, both internally and externally. Includes system design and programming, network planning, budget planning, database management, and computer operations.

The Output Management Administrator role is a contractor position responsible for the administration of the Output Management systems in the bank.

The role is under the prerogative of the Service Operations belonging to Group Infrastructure & Platform Services. Its primary responsibilities include the following:
- o Perform administration functions on the different Output Management systems namely Report2Web (R2W) and Remote Print Manager (RPM) systems.
- o Perform 24x7 on-call support for trouble shooting and problem determination on Output related incidents and problems pertaining (but not limited) to administration and support.

- Liaise and coordinate Output Management requirements to the different groups and users subscribed to the Output Management systems and printing/enveloping vendor.

- Perform project management role on Output Management driven projects and initiatives.
- Participate in projects and initiatives requiring/involving Output Management support.
- Perform technical evaluation and analysis of existing and new systems and assess their potentials for automation/implementation.
- Perform management of vendors and contributing ideas in streamlining processes to facilitate smooth implementation of initiatives.

- Participate in audit and compliance review involving Output Management systems and print operations.
- Develop and maintain existing scripts and programs to automate Output Management operational processes.

A-IT Contract Roles – 19 Jan 2024

- At least 3 years experience working in a bank Data Centre Operations environment preferably in the area of Output Report Distribution, Archival and Print Operations.

- Possess an understanding of network, SQL database, and Windows platform necessary in troubleshooting issues related to Output Management systems.

- Knowledgeable in Windows infrastructure and other technologies (Active Directory (AD), Domain Name Servers (DNS), Network Load Balancer, MS Clustering, Virtual Machine (VM), MS SQL).

- Knowledgeable in Tomcat and Internet Information Services (IIS) application and web server components.

- Knowledgeable in the Windows OS environment and knows Windows/DOS programming/scripting.

- Knowledgeable in the Microsoft suite of products such as Excel, Word, and Power Point.
- Knowledge in R2W and RPM systems is a big advantage.
- Knowledge in Visual Basic, Power Shell, C#, C++, Python and Java programming is a big advantage.
- Prior experience in statements printing and enveloping is an advantage.
- Ability to work in a fast paced environment and able to deliver results in a timely manner.
- Ability to communicate clearly and effectively both verbally and in writing.

Adopts an innovative and proactive mindset to work assignments.
- Organized and detail oriented with excellent time management skills.
- Ability to multitask with propensity to handle urgent interruptions.
- Possess a positive and willing to learn attitude

Job Details: Technology Infrastructure - Data Center & Computer

Job title: **Production Support Analyst (MAX 3729)**

Work location: Central   **Contract period: 12 months contract (Renewal)**
Headcount: 1
Monthly Basic Salary: $5000 - $7000

Role: Production Support Analyst

Job Level: 2 – 5 years of relevant experience (L1/L2)

Job Description

Project:	Key Skills:
Nil	- IHS Markit EDM solutions - MS SQL Database knowledge - Windows NT batch, Tectia SFTP scripts skills - Asset Management Business functional knowledge

Job Objectives
• Bank Technology and Operations (GTO) in Singapore is looking for an experienced Production Support to join its support team • To provide proactive, timely, effective and efficient support to the business users • To perform production support activities which involve assignment of issues and issue analysis and resolution within the specified SLAs • To own issues and projects, and work with the various teams to develop solutions for the users • To collaborate with business partners, third party vendors, and technology teams to facilitate the support process and work toward timely and effective issue resolution

Key Responsibilities
• **The Production Support person is responsible for managing the Enterprise Data Management for Bank's application including web GUI, SQL database and Tectia SFTP batch scripts.** • **Work in the Production support team**; Provide front-line support for incoming issues to ensure timely and effective resolution of user issues, queries and projects • **Adopt standard Incident and Problem Management workflow and processes**, i.e. timely ticket, defect and incident loggings, proper change management process, and quality issue/impact emails • Actively manage all incidents and issues to proper closure – escalate issues as appropriate to necessary teams and management • Analyse, document and track all actions taken throughout the lifecycle of the issue including decisions made, successful and unsuccessful actions taken, and final steps executed for resolution. Evaluate documented resolutions, analyse trends, and make recommendations to prevent future occurrences of similar issues • Participate and collaborate with the development team in requirements gathering, clarification, and analyse impacts on issue or users requirements

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A-IT Contract Roles – 19 Jan 2024

- Assist the application development team as needed by validating fixes or enhancement to ensure problems have been adequately resolved

- **Embrace standard Change Control Management practices**, procedures and guidelines for application releases

- Engage vendor to provide solutions for the stability and sustainability of the production environment.

- **Participate in annual DR/BCM activities or infrastructure related upgrade**

- Utilize software updates, drivers, knowledge bases, and FAQ resources on the Internet/Intranet to aid in problem resolution

Key Requirements
- **Knowledge in HIS Markit EDM solution, MS SQL database, Windows/Tectia scripts, control-m job scheduling**
- Degree in Computer Science / Engineering or related disciplines
- **5-10 years of hands-on application management experience, preferably in the Asset Management business**
- **Strong skills in Windows batch, Tectia scripting, MS SQL Database, BMC Control-M Scheduler**
- Good team player, Independent , proactive and self-starter with excellent interpersonal and communication skills

Good to have:
- Basic understanding of the front to back of Asset Management operations
- Experience working in an ITIL-driven environment, and working knowledge of ITIL principles

IBF CAREERS CONNECT

A-IT Contract Roles – 19 Jan 2024

Job title: **Investigator Group Compliance (Beginner) (MAX 3731)**

Work location: East
Contract period: 6 months contract (Mid Jan 2024 – June / July 2024) (no renewal) (Maternity Cover)
Headcount: 1
Monthly Basic Salary: $3000 - $4500

Job Description

Associate, Investigator, Group Compliance

Job Purpose

We are looking for a passionate and curious individual to join our Fraud and Internal Investigations Team. As an Investigations Specialist with our company, you should be passionate in seeking the truth and will assume responsibilities to ensure that investigations are conducted and completed in a comprehensive and timely manner. The individual is also expected to assist in assessing fraud related escalations and preventing the commission of fraud against our customers.

Responsibilities
- Conduct investigations into fraud and serious employee misconduct in accordance with legal, regulatory and internal policies.
- Compile and document findings and make recommendations for the impacted business or support unit; provide evidence of fraud to the authorities, if necessary.
- Liaise with relevant law enforcement agencies on prosecuting offenders, tracing and recovering of missing assets.
- Liaise with internal and external legal counsel for cases involving litigation; provide external lawyer with facts and evidence.
- Assist with the assessment of fraud escalations from other teams
- Formulate and provide training to BU and SU to enhance their fraud awareness.
- Provide advisory on fraud risk matters.
- Conduct computer forensic or forensic accounting analysis, where applicable.

Requirements
- **Degree in Law, Accountancy, Business** or any relevant discipline.
- Good analytical skills with ability to work independently with minimum supervision in a demanding and fast-paced banking environment
- **3-5 years working experience in an investigative, internal audit or compliance role within the financial sector or any other relevant industries.**
- **Strong investigative mindset and interview skills.**
- Team player with strong inter-personal, communication, and negotiation skills, as well as the ability to network, engage and influence business stakeholders.
- Excellent written reports and comfortable with usage of MS office suite.
- Additional language capabilities in Mandarin, Bahasa and/or Hindi is a plus.

IBF CAREERS CONNECT

A-IT Contract Roles – 19 Jan 2024

Job Title: System Integrator ((MAX 3682)
<u>Work Location:</u> **Central**
<u>Contract Type:</u> **12 months contract**
Headcounts: 1
Monthly salary: $7000 - $9000

Role: System Integrator (SA)

Job level: Preferably 10 or more years of related experience (L4)

Job Description

Job Title:
System Integrator (L4 > 10 years)
Key Skills:
Data Processing, 3-tier environment installation, configuration and troubleshooting,
Shell Script, SQL, NOSQL, System Integration, System Diagram

Job Objectives
Potential candidate will support AML Projects/CRs for Singapore and Regional entities. We are seeking a skilled System Integrator to join our team. As a System Integrator, you will be responsible for performing middleware installations, configurations, and troubleshooting, as well as system integration with other systems and applications. You will work closely with architects, security team, and development team leads to ensure compliance with enterprise design principles, security standards, and control measures.

Key Responsibilities
- Participate in end-to-end projects for the implementation of MLS includes middleware and LAMP
- Collaborate with architects, security team, and development leads to ensure compliance with design principles, security standards, and control measures.
- Liaise with application teams across the group and countries to build enhancements according to the technical solution plan.
- Analyze user requirements and convert them into design documents and other system documentation, capturing key design decisions.
- Plan technical deliverables, perform design and development tasks to meet project requirements within schedule.
- Perform data mapping and process mapping with interfacing applications.
- Escalate any issues that impact project schedules and propose workarounds or resolutions.
- Create comprehensive technical documents for the implemented solutions.
- Test, maintain, and recommend software improvements to ensure strong functionality and optimization.
- Work with production support team to conduct root cause analysis, review code, and perform unit testing.
- Collaborate with Test Management teams to ensure completion of system integration testing (SIT), user acceptance testing (UAT), performance/load testing, and application security testing with high-quality results.
- Collaborate with other application teams and business users to prepare test cases and test data for UAT and Mock Run environments.
- Manage project change request approval windows and deployment schedules.

A-IT Contract Roles – 19 Jan 2024

- Provide technical and testing support before and after production deployment.
- Liaise with other units across IT and Business in the organization.
- Manage external vendors for project delivery within the scheduled timelines.

Key Requirements

Must Have

- Bachelor's degree in computer science, information technology, or a related field
- **At least 10 years of experience in Unix/Linux, Shell Scripting, SQL and database management**
- **At least 6 years of hands-on experience in middleware (Apache, Jboss, and Maria database) installation, configuration and troubleshooting**
- **Proficiency in firewall, network, and security concepts to draft system diagrams and raise firewall connectivity requests and perform verification**
- **Experience in integration with SSO, LDAP, SSL, FTP, Connect Direct and encrypted connectivity setup**
- **Experience in drafting system integration diagram, data flow diagram, class / ER diagram, program sequence diagram, deployment diagram, etc**
- Ability to multitask effectively and handle multiple team communication and coordination on development and testing tasks
- Highly driven, pro-active and a strong team player
- Excellent interpersonal skills and written and verbal communication skills in English

Good to Have
- **Experience in Hadoop ecosystem and technologies**
- **Experience in NoSQL database or Big Data**
- **Experience in Control-M, Git, Jenkins, JIRA, Aldon and Remedy**
- **Experience in MS Team, MS SharePoint, MS Office and Confluence**

A-IT Contract Roles – 19 Jan 2024

Job Title: **Production Support Engineer (MAX 3686)**

<u>**Work Location:**</u> **Central**   <u>**Contract Type:**</u> **12 months contract**   **Headcounts: 1**
Monthly salary: $7000 - $9000

Role : Production Support Engineer
Job Level : 3 – 5 years of relevant experience (L2)

<u>**Job Description**</u>

Job Title
IT Production Support Engineer

About Bank Group Technology and Operations

Group Technology and Operations (GTO) provides software and system development, information technology support services and banking operations.

We have centralized and standardized the technology components into Singapore, creating a global footprint which can be utilized for supporting our regional subsidiaries and the branches around the world. We operate and support 19 countries with this architecture to provide a secure and flexible banking infrastructure.

Our Operations divisions provide transactional customer services for our businesses while also focusing on cost efficiency through process improvements, automation and straight through processing.

Job Objectives

The specialized Group Application Support IT Production Support Engineer is responsible to support application wellness in production, investigate production issue raised, and respond to user with feasible workaround.

Closely follow-up and monitor issue from investigation, pass relevant details to L2/L3 team. Clarify user queries.

Make sure system availability as per SLA across countries for multiple applications / interfaces.

Perform scheduled health check tasks across applications and raise alerts in case required

Able to work in shift based environment, support implementations during bank's green zone

Core Key Responsibilities

- Investigate production issues, respond based on production defect severity SLAs
- Manage and respond to users on timely manner.
- Log incident ticket for production issues and user queries
- Follow up on defect and incident closure and meet incident closure KPI
- Make sure system availability as per respective agreed SLA
- Ensure daily start of day(SOD) and end of day(EOD) execution for supported applications complete successfully
- **Provide support for annual Disaster Recovery (DR) exercise for supported applications**

IBF CAREERS CONNECT

A-IT Contract Roles – 19 Jan 2024

- Provide support to System Engineers on server level patches / upgrade as and when applicable
- Knowledge with 3rd party monitoring tools like Control-M, Geneos, Splunk, SQL Monitor
- **Knowledge with Market Data, and Geneos monitoring setup and dashboard configuration**
- Ensure application incident & task documentation is properly updated for each production release
- Enthusiastic, hardworking, proactive and goal-oriented, with excellent communication and presentation skills, demonstrated professionalism and attention to detail
- Proven ability to work and resolve production incidents under strict time constraints and provide workarounds using AS400/mainframe or unix shell or DB scripts etc
- Strong skills in AS400, Linux/Unix Shell scripting, MS SQL, Oracle, BMC Control-M Scheduler
- Good to have understanding and experience of ITIL methodology [service operation]

Key Requirements

- Prior hand-on production support experience of OPEN Systems/AS4000
- Good support knowledge in either one of the retail or wholesale payment or customer information systems
- Willing to work in onsite shift-support model [24*7]
- Hands-on experience in writing AS400 and SQL queries and parsing logs for issue investigation
- Hands-on experience in writing shell scripts (UNIX) and optimize incidents investigation
- Strong written, oral communication skills and able to manage user
- Ability to easily adopt to any technology / environment
- 2 or more years' production support experience in bank or financial vendors across multiple technologies / platform
- Be able to work in fast pace and high-pressure working environment
  Willingness to work across platforms – UNIX / open, AS/400 and mainframe

A-IT Contract Roles – 19 Jan 2024

Job Title: Functional Business Analyst (Data And Finance FBA) (MAX 3622)

Work location: Central   **Duration: 12 months contract**   **No. of Role: 1**
Monthly Basic Salary: $7000 - $8000

Role: Data and Finance FBA
Job Level : more than 10 years of relevant experience (L4)

Job description

Job Title	Job family
Functional Business Analyst	Contract

Job Objectives
• Take on the role as a functional business analyst for projects and initiatives within in the Finance and Data domain. • Support the respective business segments in shaping their thinking towards quality and scalable solution including operating model, end to end process and client experience
Key Responsibilities

Functional Business Analyst

Requirements Analysis & Elicitation
• Collaborate with BU Specialists to elicit and review business requirements
• Analyse and document the "to be" business and operations processes based on the agreed requirements and / or function points, perform impact assessment
• Responsible to analyse and define detailed functional and non-functional requirements based on business requirements
• High level solutioning
• Monitor and manage risks /issues related to requirements and scope creep
• Transition functional and non-functional requirements to System Analysts, and ensure a clear and complete understanding of the requirements

Change management
• Undertake scoping and evaluation of new initiatives. Defining overall considerations, including scalability, maintainability, cost, operations and technology principal risk to provide a recommendation
• Lead and collaborate with cross-functional and technical teams including business analysts, solution architect, business technology services teams, and testing teams to define/clarify requirements
• Work with business technology services team on the smooth delivery of the solution
• Review Test Strategy, help plan and support the user acceptance testing and help address any issues. Ensures that there is a business perspective on how the new operations and technical capabilities will be delivered to the business.
• Identify potential problems, recognize the risk impact and propose risk mitigation strategies.

A-IT Contract Roles – 19 Jan 2024

Qualifications and Skills Required
• <mark>**Strong business domain knowledge in banking**</mark> • Strong quantitative, analytical, problem solving and process design skills that can translate analysis into solutions that meet business objectives • Understanding of technology and operational processes across functions / departments in the bank/market. • Resourceful team player • Familiar with change management processes and project management fundamentals • Strategic forward thinking approach to challenges with outstanding communications, influencing, negotiating and persuasion skills • Passionate, diligent and resilient individual with ability to thrive in ambiguity • <mark>**Experience in scoping and evaluation – Defining overall considerations, including scalability, maintainability, cost, operations and technology principal risk to provide a recommendation**</mark> • Bachelor's degree in engineering/ business/ finance or equivalent • <mark>**Minimum 10 years of relevant banking and/or consulting experience**</mark>

IBF CAREERS CONNECT

Job Openings in Financial Services – 19 Jan 2024

Instructions

1. If you are keen to apply for any of the jobs listed in this document, please drop us an email with the details below by <u>24 Jan 2024, Wednesday</u>:

2. Send your emails to us at <u>ibfcareersconnect@ibf.org.sg</u>. You will also need to copy your career adviser in CC.

Email Subject

- 'DACC – Role & Company' E.g. [DACC – Business Analyst XYZ Co.]

Email Body

- 3-5 bullet points providing evidence of your suitability for the role, based on past experience
- Detailed resume with document name in the following format: IBF_FullName (e.g. IBF_MichelleTanLayLay)
- Minimum expected salary for the role (this is just for our reference only, for alignment with future opportunities)

<u>Please be informed that only shortlisted candidates will be notified.</u>

	Payments Client Service Account Manager Associate – Singapore –2024 ReEntry Program

JOB INFORMATION

Job Identification	210475799
Job Category	Seasonal Employee
Business Unit	Corporate & Investment Bank
Posting Date	12/20/2023, 03:32 PM
Locations	CapitaSpring 88 Market Street, Singapore, 048948, SG
Job Schedule	Full time

JOB DESCRIPTION

The ReEntry Program is a 15-week fellowship program, beginning March 18, 2024 and ending June 28, 2024, with the prospect of an offer for permanent employment with JP Morgan Chase at the end of the program. The program offers a reintroduction to corporate life for those returning to the workplace after an extended career break for two or more years. The fellowship placements will be based on both business needs and candidate skill set and interest areas within our Corporate Investment Banking, Asset Wealth Management & Commercial Banking Operations business.

Please refer to our ReEntry Overview page for further information regarding the Program

Job Summary

As a Client Service Account Manager in Payments, you will be responsible for managing key client relationships, acting as the regional escalation point ensuring all client service related tasks are completed promptly.

The Regional Client Service Account Manager (CSAM) is responsible for ensuring that JPMorgan Chase offers the highest standard of Client Service to assigned top-tier Corporate clients, acting as a primary point of contact for the bank's APAC-based clients with Regional Treasury Centers located in Singapore. The objective is to ensure that all client service related tasks are completed promptly with a high degree of quality and efficiency.

The primary role of the regional CSAM is to provide comprehensive account management service and escalation support overseeing relationship regionally (and/or globally) and ensure that each J.P. Morgan branch delivers timely services and achieves detailed knowledge of their client support requirements.

Job Openings in Financial Services – 19 Jan 2024

Job Responsibilities

- Primary point of contact for APAC regional clients for advice, complex enquiries, escalations, complaints, coordination of account maintenance; across a full suite of cash management and liquidity products
- Understand clients' business to identify solutions on client issues, enhance client experience in partnership with Sales, Product, Implementations and Operations
- Deliver periodic Service Reviews, using data to understand and analyze client's transactional activities, client enquiries and identifying opportunities for operational improvements and efficiencies.
- Documenting and maintaining a comprehensive inventory of clients' business activities with the bank
- Proactive communication with clients on regulatory changes, product innovation and technology enhancements
- Provide client education and training on the bank's operational process and product functionalities

Required Qualifications, Skills and Capabilities

- Bachelor's Degree or equivalent and at least 8-year experience in an established financial institution with Treasury Services experience (preferably in a client facing role)
- A strong understanding of the cash management business, products, and operational procedures
- Detail orientated, team player, takes end to end ownership, strive for results to support/grow the business, sustain intensity & optimism while focusing on delivering excellent service to clients
- Good communication skills, with proven ability to influence stakeholders and communicate clearly to effectively manage client relationships
- Demonstrates the ability to analyze situations, prioritize/troubleshoot issues and manage multiple tasks effectively
- Ability to work well within tight deadlines and good time management skills are required

Analyst, KYC (Know-Your-Customer) (1 yr contract)

Roles & Responsibilities

Job Responsibilities:

- Conduct Corporate / Financial Institutions (FI) KYC maker review in accordance with the Group procedures and policies
- Conduct investigation on the client and their connected parties, via open source, Bankers Almanac, FI's AML policies, MUFG and Wolfsberg Questionnaires, MUFG internal documentation, and 3rd party resources
- Work towards due date of KYC review assignments
- Liaise with Compliance, Front Office and Product Office in a timely manner to resolve issues identified
- Communicate with internal key stakeholders to identify shortfalls in cases and work towards completion of cases with greatest efficiency
- Maintain good working knowledge of industry trends, products, relevant laws and regulations

Job Requirements

- Degree Qualified
- Experience in Microsoft Office applications
- Internship experience
- Minimum 1 year of experience in KYC/AML will be advantageous
- Experience in end-to-end KYC process and KYC requirements
- Experience in FATF recommendations and MAS 626 requirements
- Ability to conduct accurate screening, and to assess screening results in a meticulous manner in consideration of AML risk and apply logical thinking to finalize AML risk review
- Strong interpersonal skills with ability to effectively interact with cross functional teams
- Ability to learn and demonstrate ongoing self-development
- Team player
- Positive and proactive attitude in dealing with difficult tasks. Ability to multi-task and execute task with a sense of urgency and with ultimate goal of delivering tasks on time.
- CAMS and ICA certifications are a plus
- Strong proficiency in MS Office (Excel, Word, PowerPoint).

MUFG

Associate, Assistant Relationship Manager, Institutional Investors Coverage (Job ID: 10063166)

Roles & Responsibilities

Purpose of the job:

The Institutional Investors Associate will play a key role in the growth of the GCIB Institutional Investors team and will support ongoing portfolio management of institutional investor clients within Singapore and the broader APAC region where required. This support will be critical to their role, with a core focus on customer servicing and risk management.

This role plays an integral part in delivering the Bank's products and services to the client by way of successful completion of a range of day to day tasks, including: the management of Institutional Investor customer portfolio (including preparation of client presentations, customer account plans and any portfolio related work such as ongoing KYC and Credit application renewals), and supporting the Relationship Managers to manage new transactions on an end to end basis (incorporating deal structuring, KYC, assisting with credit submissions). In addition, the role holder is also expected to support the relationship managers with the origination activities, all whilst managing compliance with internal processes and policies.

Job Responsibilities:

Strategic
- **FI Strategy and Focus:** This role supports the ongoing growth & management of the Institutional Investors Asian business. A proactive problem-solving attitude and high-quality standard need to be maintained and supported
- **Customer Acquisition under the FI Portfolio**: Support the onboarding/origination of new Institutional Investor clients as part of our local, regional and global growth plans. Specific focus to independently manage a subset of clients focussed on building liabilities and deposits from these clients

Financial
- No specific financial responsibilities. The core role is to provide portfolio support to the Institutional Investors Team and assist the Coverage Team Members to achieve their financial targets.

Customer
- **Management of customer requests:** Support the Relationship Managers in managing customer needs. The role will require direct customer interactions as required from time to time to assist with ad hoc customer requests and liaising directly with clients in relation to legal documents, commercial negotiations and KYC matters, etc.

- **Direct customer engagement and support:** The role will at times have direct engagement with Institutional Investor clients, and the employee is expected to be a good communicator, proactive, responsive and supportive at all times.

People
- **Collaboration**: Develop and maintain strong relationships with key product partners and across the broader GCIB network (including regional Institutional Investor Coverage and Portfolio teams).
- **Teamwork:** The role will sit within the Institutional Investor Coverage team in Singapore Financial Institutions but work across a broad range GCIB members, as well as Middle Office, Credit Risk, Operations & KYC teams, and at all times the employee will demonstrate a proactive and positive approach.
- **Risk:** Trust and faith from our risk representatives is crucial.

Other/ Control
- **Account Management**: The Associate/Analyst will support a portfolio of Institutional Investor clients with a focus on achievement of the Bank's risk / return targets through:
  - covenant compliance monitoring;
  - tracking revenues against budgets and other metrics for the portfolio
  - pipeline management and account planning
  - supporting refinancing and other revenue initiatives across the portfolio;
  - assisting annual credit review process and internal rating reviews;
  - coordinating within the MUFG network for ancillary opportunities;
  - client interaction on tasks including for on-boarding and account management; and
  - any other required tasks in accordance with the Bank's policies and procedures and required to support the broader Financial Institutions business.
- **Portfolio Management**: Support the in country Institutional Investors coverage team with all portfolio related matters & requests across the Singapore client set, including a focus on risk / return and other strategic related work. Additionally, required to support APAC Head of Institutional Investors APAC with portfolio and strategy updates on adhoc basis.

Job Requirements:

Education & Professional Qualifications
- Minimum Degree in Business or Commerce or Finance
- Masters of Finance, MBA or CFA will be considered favourably

Length & Type of Experience
- Minimum 5 years' experience in banking
- Minimum 3 years' experience in global institutional banking and credit research
- Candidate with experience across Institutional Investor clients is a plus.
- We may also consider candidates from chartered accounting firms, investment banks, investment management or from a treasury team in general corporates.

The ideal candidate should have:
- Good knowledge of institutional investor industry, Fund Financing products, Global Market products, analytical skills and MS excel skills;

- o Be able to engage in independent analysis of customers and markets and apply critical thinking and a high level of attention to detail;
- o The ability and confidence to communicate clearly both in writing and verbally;

We are looking for someone who:
- o Has strong interpersonal and presentations skills;
- o Is a team player;
- o Is a self-starter who applies initiative and has drive & enthusiasm;
- o Has an analytical mindset and problem solving skills;
- o Has the ability to work independently and prioritise a number of credit & non-credit risk tasks across various work streams and alongside a number of stakeholders.

Assistant Data Analytics and CRM Manager (CRM)

Principal responsibilities:
- Accountable for delivering the digital messaging propositions across various legacy and new digital platforms – including but not limited to eDM, SMS, MMS, Push Notifications as well as other future channels/devices
- Providing the best-in-class delivery in digital messaging from initial scoping with business units through to the end-to-end development lifecycle as well as post implementation support and measurement
- The role holder will be a key member of the cross functional delivery teams comprising of participants from business, analytics and data teams that possess a wide range of skills that include and not limited to analysis, market understanding, design, optimization, technology and testing
- The role holder will strive to ensure flawless execution of digital value added messaging and will provide operational insight and offer a pragmatic approach to design, manufacture and deployment of these messages at the most optimal level.
- To collaborate with business and perform hands-on analytics for campaign lead generation as well as tracking
- To understand the business and identify/share business insight from analytics works

Requirements:
- University degree in Statistics, Data and Information Management, Mathematics, Computer Science or other related discipline
- Minimum 2 years' retail banking experience in information and data management
- Strong self-motivation, organization, multi-tasking, problem solving and influencing skills
- Ability to communicate effectively with business, operation and technology teams
- Solid understanding of digital messaging technology (such as SFMC, AEM, etc.)
- Hands-on experience and knowledge in the end-to-end content development lifecycle as well as post implementation support and measurement
- Knowledge and/or experience in SAS, SQL, Tableau/QlikSense, Python, Pega is preferred
- Detail-oriented and zero tolerance on quality/accuracy issue
- Great sense of ownership and servicing mind-set to ensure efficient and effective customer service delivery

Finance Business Analyst (Project), GFCA - 1 year Contract

Key Responsibilities:

- Support the Infinus Workstream Leads in the areas of Data sourcing, Accounting Hub, Chart of Accounts, General Ledger, Accounts Payable, Accounts Receivable, Fixed Assets, Staff Expenses, Account Reconciliation, Group Consolidation and Financial Statements & Disclosure.
- Perform project activities from requirement analysis to go-live, and change request impact analysis.
- Identify areas for improvement during requirement analysis and solutioning.
- Engage with stakeholders in project working groups to brief on changes and solutions, gather feedback and impact analysis
- Contribute as a subject matter expert in assigned tasks
- Provide configuration requirements of ERP and EPM applications.
- Validate the configuration/solution by during the playback and test cycles.
- Collaborate with IT partners (internal and external) during the project SDLC cycle
- Perform functional testing which includes test planning, test scenarios/cases, results validation, etc
- Support the business product owners during results validation and testing.
- Liaise with stakeholders across Business Units and Finance functions in Singapore and its overseas branches, Malaysia, Hong Kong, China and BOS.

Requirements:

- Degree/professional qualification in Accountancy, Business or equivalent
- Relevant working experience in areas of financial reporting and finance data project in a large international bank
- Knowledge of risk and compliance policies are an advantage
- Dynamic and able to work under pressure
- Proactive and meticulous
- Strong analytical data mindset
- Good interpersonal and communication skills

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UOB

Senior Officer, Customer Service, Contact Center

Job Responsibilities:

- Ensures highest standard of service delivery to our customers.
- Monitor and respond to incoming calls/emails/social media platform/written correspondences
- Maintains confidentiality of the Bank's customers and data.
- Identifies and resolves customer issues and enquires received via calls/mail/emails/social media platforms completely, accurately within the committed turnaround time and in accordance with Contact Centre standards to ensure contact handling accuracy and operational effectiveness
- Uses customer service and sales skills to optimize the opportunity of each customer contact.
- Educates the customer about the Bank's products and services and directs them toward available resources for self-help.
- Resolves customer complaints and problems to the satisfaction of the customer, and completes accurately the necessary documentation of complaints, issues and subsequent solutions.
- Ensure group compliance & control standards are observed and met in the execution of customers' transaction requests
- Uses technology and system tools as directed and within established guidelines.
- Ensures knowledge is up-to-date by participating in individual and team trainings, meetings and reading the information posted in the Contact Centre's knowledge management system.
- Keeps abreast with current issues in the banking environment and competitors' innovations.

Job Requirements:

- Degree/ Diploma in any discipline.
- Experience in Call Centre, Banking or Customer Service (calls and correspondents) environment will be an advantage.
- Possess a positive mindset with a "CAN-DO" attitude and passion to deliver quality customer service.
- Possess a pleasant voice, excellent comprehension, communication, interpersonal skills and work etiquette.
- Possess good command of written and spoken English.
- Good analytical skills; passion for working and is good in working with numbers.
- Resourceful, proactive, results-driven, attentive to details and a good team player who likes to work in a fast-paced changing environment.
- Passion for working, responsible and with good working attitude.
- Proficient in PC skills including MS Office applications.
- Ability to work on staggered/rotational shifts including weekends and Public Holidays to support 24x7 Contact Centre service operations.

 GREEN LINK DIGITAL BANK

Regulatory Reporting Manager

About Us

Green Link Digital Bank is Singapore's inaugural wholesale digital bank focusing on supply chain finance, mainly serving MSMEs and aiming to help MSMEs grow and improve digitization.

Responsibilities

- Be responsible for all aspect of regulatory reporting and ratio monitoring including but not limited to MAS610, MAS649, MAS643, MAS640, Quarterly I&E, Annual Survey etc.
- Report to the Head of Finance.
- Perform periodic reviews of draft procedure manuals.
- Ensure robust controls are in place.
- Assist in change management and interpretation of new regulatory changes.
- Be responsible for various aspects of regulatory reporting and ratio monitoring including but not limited to MAS637, MAS656, MAS 649, MAS610, MAS640, Capital management, BASEL 3 disclosure, Quarterly I&E, Annual Survey, CRS, FATCA etc.
- Assist in any ad hoc job assignments as required.
- Assist in Financial Reporting, Management Reporting, financial closing, etc., if required.

Requirements

- Relevant experience (minimum 7 years) in MAS reporting (MAS637 and Basel III knowledge and experiences are required) and basic banking product knowledge are required.
- Experience in specialised reporting such as Capital, FATCA/CRS would be advantageous.
- Good communication skills and be able to manage various stakeholders.
- Good knowledge in financial accounting/reporting, management account/reporting and accounting standards.
- Meticulous and responsible.
- Team player and drive to meet deadlines.
- Process innovation, automation, and improvements.
- Proactive and energetic.

Senior Anti-Money Laundering Specialist - Digital Banking

Job Description:

- Support the Head of Financial Crime Compliance in developing, implementing, and maintaining an effective AML program that aligns with regulatory requirements and industry best practices.
- AML related advisory for new product launches or new business initiatives for the bank. Assist business and support functions to comply with applicable legal, regulatory and internal requirements on AML/CFT and Sanctions.
- Reviewing High-Risk cases for onboarding for both retail and SME clients.
- Monitor and analyze transactions and customer activities to identify and investigate potential money laundering risks and suspicious activities.
- Keep abreast of legal and regulatory changes and perform gap analysis where necessary.
- Managing AML system related developments which includes testing, reviewing of test results and managing of timelines.
- Analysing and presenting AML related metrics to Senior management.
- Execution and managing of ad-hoc projects with respect to the strengthening of the bank's AML framework.
- Conduct regular or ad-hoc training for AML Operations staff.
- Other additional duties as assigned.

Requirements:

- Bachelor's degree from a recognized institution.
- Minimum 7 years of experience in AML/CFT compliance in a banking environment and preferably in a Corporate/Commercial banking.
- Strong understanding on relevant products, services and transactions.
- The candidate should also be familiar with AML systems and comfortable with testing enhancing system features.
- Strong communication and presentation skills (both verbal and written).
- Excellent analytical and problem-solving skills, with the ability to assess risks and implement effective controls.
- Team player with the ability to deal with multiple internal and external stakeholders across various functions of the bank.
- Proactive and able to think and work independently.

Technology Auditor/Technology Audit Manager

About the job

Get to know our Team:

- Internal Audit is an independent function (3rd line of Defence) within GXS Bank that provides an objective assurance and advisory role to senior management.
- We use a systematic, disciplined risk-based approach to evaluate and assess risks, processes and internal controls, while aligning them to the Bank's overall digital strategy.
- Internal Audit covers multiple businesses and technology functions within the Bank.

Get to know the Role:

- You report to the Head of Technology Audit at GXS Bank, which is part of the IT/ Technology audit team.
- As an IT /Technology auditor, you are primarily responsible for executing all audits and risk advisory activities pertaining to IT/Technology (Applications & Infrastructure), Cyber Security, Data Governance & Engineering and Technology Products at GXS.
- We seek a candidate who brings practitioner experience in Cloud Computing and Security, coupled with audit and risk advisory experience to support the Technology Audit team, in a fast-paced and dynamic environment.
- You effectively plan, manage and execute audits, including the design of audit test steps to evaluate the risks associated with (but not limited to) governance, business management, financial, operational, regulatory, and business continuity.
- You maintain well documented audit work papers including supporting documents/ evidence in the GRC system, which are subject to regular internal quality assurance review.
- You are able to execute and complete audit projects by adhering to audit methodology, key phases and assigned timelines.
- Keep abreast of MAS regulations on IT-related guidelines and cyber hygiene relating to FIs and banks.
- You are familiar with data analytic tools (Power BI & Tableau) and well versed in data analytic initiatives (rule-based/ ML) and business priorities (with associated emerging/ inherent/ residual risks), so as to translate them into automated audit test steps using data to enhance audit focus on control design assessment and targeted sampling.

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The day-to-day activities:

- Support the Head of Technology Audit as part of the Audit team.
- Plan and perform risk-based assessments, focusing on all risks arising from the Technology, Cyber Security, Data Governance & Engineering and Products.
- Execute audit reviews and fieldworks, including work paper documentation, drafting of audit findings and leading the issue discussion internally and with stakeholders.
- Assist to draft audit reports and participate in the presentation of audit findings.
- Ensure effective and timely execution of audit projects in accordance with audit methodology and timelines.
- You may be required to participate/ support in ad-hoc projects, special thematic review or special independent investigation.
- Build and maintain healthy relationships with different levels of management, stakeholders, and be a trusted risk advisor on control related matters.
- Actively participate in driving data analytics capabilities including the maintenance of audit workflow system (i.e. GRC), so as to improve the effectiveness of Internal Audit.

The must haves:

- Bachelor's degree in Computer Science/ Information System (or equivalent) or higher from a globally recognized university
- Related certifications (i.e. CISA, CISSP, CIA, AWS Certification or similar) are preferred
- Minimum 8 years of Cloud Computing and Security, audit experience in IT/ Technology, Information Management, Digital Channel and Cyber & Security Risk Management
- Strong knowledge of MAS Technology Risk Management (TRM) Guidelines
- Highly competent with IT audit methodologies and concepts; including the agile audit methodology
- Good understanding of IT-related and technology products in the digital banking space.
- Familiar with emerging technologies and possess an interest to stay abreast of industry developments (e.g. DevOps, Cloud, APIs, service-oriented architectures etc).
- SME's knowledge regarding technology application process/ control disciplines, consumer banking control processes, digital channels and products.
- An excellent team player
- Confidence in dealing with senior stakeholders particularly at the Management Committee and Board Audit Committee is a plus
- Able to work independently and possess the courage to challenge risk-decisions made by senior stakeholders, from a 3rd line of defence perspective
- Well-developed communication and interpersonal skills
- Good analytical, presentation and report writing skills
- Located in Singapore, and ability to travel for work when required is a plus

Business Operation Manager (Continuous Improvement)

Who we are

American International Group, Inc. (AIG) is a leading global insurance organization. Building on 100 years of experience, today AIG member companies provide a wide range of property casualty insurance, life insurance, retirement solutions, and other financial services to customers in more than 80 countries and jurisdictions. These diverse offerings include products and services that help businesses and individuals protect their assets, manage risks and provide for retirement security.

Get to know the business

General Insurance is a leading provider of insurance products and services for commercial and personal insurance customers. It includes one of the world's most far-reaching property casualty networks. General Insurance offers a broad range of products to customers through a diversified, multichannel distribution network.

About the role

As a member of the Contact Centre (CC) Business Operations team, reporting to the Head of Contact Centre and working closely with the CC Service, Quality, Training and other Customer Operations functions to champion continuous improvement in the Contact Centre by:

- Leveraging business intelligence and analytics from Telephony, Customer Relationship Management and Insurance administration systems to identify employee, customer, partner and technology pain points.
- Partner with stakeholders across the organization to deliver initiatives and projects ranging from strategic, regulatory, streamlining business processes and technology implementations.

Responsibilities include:

- Conducting technology feasibility assessments and requirements workshops.
- Documenting and analysing business requirements, engage with SMEs for specification and design, working with programme management on prioritization and on-time benefit delivery and tracking.
- Oversee CC user story documentation, integration, regression and User Acceptance Testing.
- Work closely with Training and Programme for change management activities and End-User Training.
- Create and maintain process maps and related documentation for all process improvement opportunities. Work with the relevant stakeholders to re-engineer processes and workflows for improvement.

- Facilitate the operations execution of technology implementation, enhancement and integration.
- Lead the evaluation of new workflows, processes and technologies with the objective of improving productivity and efficiency, cost management and increasing customer experience satisfaction.
- Coordinate and lead working sessions with respective subject-matter experts, preparing agendas and associated materials.
- Work with Compliance, Legal and Governance teams to implement regulatory requirements impacting operations.
- Support the critical coverage duties in the CC Business Operations team including, Workforce reporting and business continuity management and other related responsibilities as required.

Skill Competencies:

- Ability to effectively communicate across all internal and externals stakeholder levels in a global multinational environment.
- Strong analytical, critical thinking and organizational skills with high solutions orientation.
- Excellent English communication skills (written, verbal and comprehension.)
- Resilient, resourceful, displays strong initiative, self-directed and motivated.
- In depth understanding of customer operations, service, experience and/or telemarketing a bonus.

What we're looking for:

- Diploma/Degree or relevant working experience.
- Minimum of 5 years' experience in Insurance, Customer, or Contact Centre Operations.
- Good working knowledge of Customer / Contact Centre Management tools and technology.
- Certification in General Insurance upon hiring.
- Candidates with Contact Centre Operational Management Professional Certification, Project or Process Management Professional Certification (Six Sigma, ISO Internal Auditor etc.) are encouraged to apply.

Risk & Controls Officer, APAC

Who we are

American International Group, Inc. (AIG) is a leading global insurance organization. Building on 100 years of experience, today AIG member companies provide a wide range of property casualty insurance, life insurance, retirement solutions, and other financial services to customers in more than 80 countries and jurisdictions. These diverse offerings include products and services that help businesses and individuals protect their assets, manage risks and provide for retirement security.

Get to know the business

General Insurance is a leading provider of insurance products and services for commercial and personal insurance customers. It includes one of the world's most far-reaching property casualty networks. General Insurance offers a broad range of products to customers through a diversified, multichannel distribution network.

Your future team

AIG's technology teams collaborate with their worldwide colleagues and partners every day to undertake the challenges of providing IT support to one of the world's leading financial services firms. We're people who believe that with the right values and hard work, anything is possible. We know that if we're at our best, that enables our customers to be their best and realize their dreams and hoped for successes. The Information Technology group provides enterprise-wide IT solutions for all of AIG's specialized disciplines. Technology provides strategic and procedural support for all of AIG's specialized disciplines, such as policy issuance, premium collection, claims handling, and administration. It enables AIG to deliver business strategies through efficient world-class IT and operations services, while providing IT risk management and security measures.

The APAC Risk & Controls Officer is an integral leader in the Technology Risk and Controls (TRC) team. This person will be responsible for driving compliance with the IT regulations in APAC. Key responsibilities will include, but are not limited to, assessing new and updated IT regulations for gaps, working with the key stakeholders to create action plans to address these gaps, and monitor gaps through completion. In addition, the person in this role should take learnings from each regulation and apply them to any new and updated regulations. In addition, this person will also be responsible for facilitating the annual IT Risk and Control Self-Assessment (RCSA), managing the country forum calls, and managing issues across APAC.

Your contribution at AIG

The APAC Risk & Controls Officer will be responsible for a number of critical initiatives, including the following:

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Managing IT Regulatory Compliance:

- When a new or updated regulation is identified, conduct a regulatory assessment to assess compliance with the regulation and identify gaps
- Draft action plans to address any gaps and establish ownership to remediate the gaps
- Obtain approval of the plans by senior leadership and the owners of the action plans
- Monitor action plans, understanding where there are significant issues, and what can be done to address these issues, escalating as appropriate
- Manage technology regulatory inquiries and requests for information for technology and cyber (coordination, data collection, status reporting)

Facilitating the annual IT RCSA:

- Partner with IT and the global TRC team to assess compliance against key controls
- Drive the drafting of the Action Plans, confirming that they address the root cause of the issues
- Monitor Action Plans, understanding where there are significant issues, and what can be done to address these issues, escalating as appropriate

Coordinating monthly TRC Zone & Country Forums:

- Moderate the monthly calls with each country team
- Prepare for the meeting (including the presentation deck and updates)
- Monitoring and follow up on post engagement actions

Tracking issues across APAC:

- Assist with the risk acceptance / acknowledgement process for APAC issues, including documenting these issues, assessing the risk, and reviewing them with key stakeholders
- Assist with the risk acceptance process for APAC-driven requests
- Assist with Key Risk Indicators (KRIs)

What we are looking for

- Bachelor's Degree with good experience within technology risk, control, and governance disciplines
- Strong roblem-solving and risk skills
- Understanding of IT Risk principles and best practices
- Ability to oversee multiple processes, action plans and key stakeholders simultaneously
- Experience raising awareness of issues to key stakeholders across technology
- Demonstrate effective leadership skills
- Clear, concise written and oral communication skills coupled with the ability to drive agreement using information and interpersonal acumen
- Proven track record of drawing conclusions, making decisions, and using data to solve problems
- Ability to define solutions from ambiguous scenarios
- Maintain excellent interpersonal and oral/written communication skills
- Active listener

- Ability to drive change through influence
- Excellent negotiation, collaboration, facilitation and coordination
- Negotiate prioritization and treatment of risk issues that span
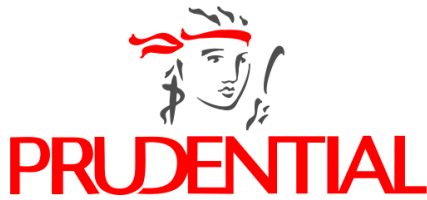
AML and Quality Management Specialist

Prudential's purpose is to be partners for every life and protectors for every future. Our purpose encourages everything we do by creating a culture in which diversity is celebrated and inclusion assured, for our people, customers, and partners. We provide a platform for our people to do their best work and make an impact to the business, and we support our people's career ambitions. We pledge to make Prudential a place where you can Connect, Grow, and Succeed.

In this role, you will support customer onboarding operations and checking Customer Due Diligence (CDD) information of existing accounts. You are the first line in Anti-Money Laundering (AML) support and assist in name screening, reporting, and alerting to Compliance team where required.

A team player who is responsible and proactive, you will work closely with internal stakeholders to support the team in handling enquiries and support in delivering improvement initiatives.

Job Description

Assist in customer onboarding and maintenance of existing accounts:
- Review screening & re-screening alerts to identify false positives and true matches
- Document the rationale/ observations of the review for analysis and improvement opportunities
- Corroborate Source of Funds ("SOF") and Source of Wealth ("SOW") for High-Risk Customers ("HRC") for recommendation to Compliance team as the second line
- Liaise with Distribution team or sales representatives on documentation requirements or issues surfaced during the review

Support in delivering improvement initiatives:
- Assist in ensuring requirements are complete and accurately captured
- Identify test scenarios and review test plans, test results
- Provide training sessions as part of change management
- Prepare system documentation or user manual on new enhancements and new processes
- Support in providing project status updates and ad-hoc reports

Who we are looking for

Competencies & Personal Traits
- Good problem-solving and analytical skills
- Customer oriented with good interpersonal and communication skills
- Independent and self-driven individual with an inquisitive mind to make a difference
- Confident in decision making and clear understanding of the business processes
- Able to adapt to fast-paced and challenging work situations

- Good time management skills in a fast-paced environment

Working Experience
- Minimum 1-2 years of work experience in AML/operations / customer servicing / process improvement projects, preferably in insurance or banking industry.

Education
- Degree in Business Administration/ Information System or equivalent
- Lean six sigma certifications is an advantage

Language
- English