Position Title:
Head of Information System Technology Operations Assurance

Key responsibilities:

Information System Operations:
- Privilege IDs and Support IDs User ID Management
- Manage security infrastructure accesses, cryptographic keys and PINs administration.
- Monitor and follow up of all reported security incidents
- Perform IT security risk assessment.
- Provide project advisory to IT projects in term of risk assessment
- Perform security control review on existing and new application systems.
- Perform due diligent on how vendor implement security controls on application/system resources and data handling.
- Conduct periodic reviews on user accounts, user groups and access rights / matrices

Business Continuity Management (BCM):
- Manage the bank's Disaster Recovery, Business Continuity, Call Tree and Crisis Management processes and activities.
- Coordinate and facilitate Disaster Recovery, Business Continuity, Call Tree exercises and ensure recovery time objectives are met.
- Ensure Business Continuity Planning (BCP) and Disaster Recovery Planning (DRP) are aligned with requirements and bank's policies, standards and procedures.
- Review BIA, BCM policies and the annual attestation.
- Support BCM committee on BCM matters.

IT governance:
- Assist in the improvement of IT services and controls through review of processes and self-assessment
- Coordinate internal, external and regulatory audits for Technology and Operations Department
- Monitor and follow up of corrective action plan on Technology and Operations audit findings, Management Risk Awareness (MRA) and Incidents reporting.
- Work with BU/SU to ensure outsourcing arrangements meet all regulatory and corporate policy requirements
- Provide report on Tech and Ops risk indicators

Ops Assurance:
- Review key processes, support Operations Department on process flow and identify key risks
- Review control frameworks and perform assurance assessment
- Ensure Key Operational Risk Indicator submit accurately on a timely basis
- Monitor Key Operational Risk Indicator trend and perform operational risk analysis
- Act as LRCM for T&O to work with ORM on Product Program and Outsourcing as Operation Subject Matter Expert;

- Coordinating with Compliance on revised/new regulation requirements
- Monitor and follow up of corrective action plan on all T&O audit findings, management risk awareness and operational risk incident reporting.
- Other regulatory, internal audit and external 3rd party assessment

Key requirements:

Mandatory
- Bachelor graduate with major in Audit / Banking & Finance/Computer Science
- 10 years of experience in banking operation control or audit with exposure to information system security management/assessment as well.
- Having knowledge on internal control principals and process/risk/controls assessment in Information System
- Willing to learn and take challenges
- Ability to work in a fast-paced, team-oriented environment
- A strong & assertive communicator in speaking & writing
- Able to work under high pressure and tight deadline
- Business support oriented
- Microsoft office and English proficiency

Preferred:
- Candidate with experience in operations and information system audit for Banks is a strong plus from a sound audit firm, the foreign banks or the regulators.
- IT/Operations projects experience is a plus but not mandatory
- Knowledge of SQL, Data Warehousing, BI, Data Modelling with experience in Big Data a strong plus
- Advanced knowledge and experience in CRM platforms, campaign management platforms, A/B testing, and web analytics such as Adobe Analytics,
- In depth knowledge of digital banking, banking products and the overall industry a strong plus
- Good written and verbal communication skills and demonstrated success presenting strategies and concepts in a clear and compelling manner to cross-functional stakeholders that persuades action
- Excellent stakeholder management and project management skills
- Innovative thinker with ability to work and thrive in a dynamic, team-oriented environment
- Able to interpret analytical data and marketing data synergistically with marketing communications