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| Role Profile Title: | **IT Technical Support** | Job Code: |  |
| Job Title: (for use when creating an individual job description) |  |
| Job Family: | **Information Technology** | LAL Level: |  |
| Position Reports to: | **IT Manager** |
| BU / Project / Dept.: | **KUL14** |
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| **LEIGHTON ASIA**  |
| LEIGHTON ASIA, established in 1975, is a leading international construction company. Headquartered in Hong Kong, Leighton Asia delivers a portfolio of high-profile infrastructure projects throughout Asia. As a proven leader in the delivery of complex tunnel, rail and road networks, Leighton Asia also delivers turn-key renewable energy infrastructure including utility-scale wind, geothermal energy and waste-to-power installations. Its building projects range from schools, embassies and luxury high-rise residential towers, to large scale leisure complexes, a growing number of which are built to international green building and energy efficiency standards. Leighton Asia currently operates in Hong Kong, Indonesia, India, Macau, Malaysia, Philippines, Singapore, Thailand and Iraq. Leighton Asia is a member of the CIMIC Group. |
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| **PURPOSE OF THE ROLE (why does the position exist, WITH what objectives)** |
| The role is to maintain the IT operations and infrastructure within the Leighton Asia, India and Offshore Group with the objective of ensuring the IT operations and infrastructure remains available and performing to the expectation of the business and the users.  |
| **Key working relationships** *(Explain the people and levels and reasons both within and outside the organisation with which this job must interact)* |
| **PRIMARY AUDIENCE (Internal)** | **PRIMARY AUDIENCE (External)** |
| **Within the same function:** | * Vendors
* Service Providers
* CIMIC Group IT
* Regulatory bodies as needed
* Consultants
* Others CIMIC Operating Company
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| * IT Operations team
* Business Applications team
* Corporate management team
* Project management team
* Crisis management team
* Internal audit team
* Internal IT team
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| **Outside the function:** |
| * All project Site staff
* Head Office
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| **QUALIFICATIONS** | **EXPERIENCE** |
| • Vocational Course or Certificate/Degree holder majoring in Computer Studies (or equivalent) | * Candidate must have at least 5 years and above Desktop Support operations and Infrastructure experience
* Candidate with vendor certifications such as MCSA or MCSE and CCNA and Foundation Certificate in ITIL will be an added advantage
* Strong knowledge of Microsoft Windows desktop operating systems and applications
* Good knowledge of PC hardware and good all-round troubleshooting skills.
* Good communication, interpersonal and problem-solving skills organized and focused
* Experience in operating IT in a medium-large multi-national corporation.
* Experience in a dynamic and changing environment.
* Experience in managing 3rd party providers.
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| **BEHAVIOURAL SKILLS** | **LEVEL** | **TECHNICAL CAPABILITIES / KNOWLEDGE** |
| **Values & Business Ethics** |  | * Knowledge of technology
* Understanding of IT transformation program management
* Vendor management
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| * Detail oriented
* Interpersonal
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| **Leadership Capabilities** |  |
| * Independent
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| **Personal Effectiveness** |  |
| * Self-Management - Demonstrates self-awareness
* Achievement Drive – Achieves objectives and constantly strives to do better
* Client Focus – Responds quickly to client requests (usually internal clients)
* Teamwork – Assists others and works and part of a team
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| **Key Accountabilities** *(List all areas of responsibilities, with key tasks and performance metrics defined)* |
| **KEY ACCOUNTABILITIES** | **KEY TASKS & PERFORMANCE INDICATORS** |
| Infrastructure Support | Maintain and develop appropriate reporting tools and mechanisms to enable effective service level management, capacity planning and cost control.  * Provide regular systems’ availability reports to contribute to the monthly IT Service report.
* Ensure systems are regularly monitored and that capacity reports are maintained so that capacity issues can be anticipated to enable effective capacity planning and upgrade programmes.
* Ensure an accurate inventory of infrastructure and services is maintained, including systems and system service suppliers together with any related contract or SLA.
* Maintain a database of license and maintenance contract renewal dates and cost estimates is maintained, that renewals take place appropriately.
* To provide Service Desk functions, being the first point of contact for users, by Phone, Email and face to face, recording, tracking and resolving calls, whilst maintaining communication with users about progress.
* To assess, prioritise and allocate calls to the appropriate resources – both internal teams and external maintenance suppliers.
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| Customer Support  | To manage the lifecycle of incidents and service requests and ensure a responsive resolution.  * To resolve incidents, queries and change requests.
* In the event of a major incident, to provide the communications hub linking IT teams, key internal customers, and users.
* Provide an efficient desktop service that incorporates problem resolution.
* Ensure compliance to standards, desktop policies and procedures.
* Act as the key local customer liaison with the business for all general enquires.
* Follow agreed processes at all times.
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| **KEY ACCOUNTABILITIES** | **KEY TASKS & PERFORMANCE INDICATORS** |
| Administration | General administration required to support the day-to-day IT operations.  * To procure IT equipment and services as required by LAIO IT and users, acting as the routine point of contact with suppliers, and managing the delivery of the equipment and services in liaison with other LAIO IT staff and users.
* To process and track invoices, ensuring payments match goods and services supplied, and dealing with queries.
* To assist in software and hardware audits.
* Maintain User Guides.
* Track desktop hardware and software through the entire asset life-cycle.

 * To provide general administrative support to LAIO IT.
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| Teamwork  | Participate and contribute to an effective and productive team  * Contributing to the effectiveness of the team through productive personal behaviour.
* Taking personal accountability for own development.
* Being persistent with improvement ideas, including building team member buy-in to ideas.
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| **KEY ACCOUNTABILITIES** | **KEY TASKS & PERFORMANCE INDICATORS** |
| Customer focus  | Build and maintain productive internal and external relationships.  * Maintaining productive relationships with internal clients and other key stake holders.
* Clarifying key stakeholder needs and allocating work to ensure the delivery of effective IT infrastructure and services in order to achieve business objectives.
* Providing professional and timely technical advice to internal clients
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| Planning  | Ensure the delivery of effective IT infrastructure and services.  * Planning and scheduling own work to meet required timeliness and outputs.
* Understanding output requirements and clarifying as appropriate.
* Utilising systems and processes to enable the timely delivery of IT infrastructure and services.
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| Continuous Improvement | Contribute to the effectiveness of the IT infrastructure and services function.  * Contributing to the sharing of knowledge and information within own function and with internal clients.
* Ensuring procedures and documentation are maintained.
* Continually seeking ways to improve the quality of the IT infrastructure.
* Identifying means of working smarter and seamlessly.
* Advancing the performance and availability of the IT Infrastructure.
* Anticipating change and proactively identifying opportunities.
* Implementing the necessary changes via the change management process.
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| **Agreed By** (please signwhen agreeing on this job description)**:** |
|  | **Name** | **Signature** | **Date** |
| Employee: |  |  |  |
| Manager: |  |  |  |