



Silicon Valley Associates
Recruitment

Job Description Templates

Silicon Valley Associates Recruitment
IT and Technology Recruitment Specialist in APAC



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IT AND TECHNOLOGY RECRUITMENT SPECIALISTS IN APAC

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IT AND TECHNOLOGY RECRUITMENT
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FOREWORD

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Foreword



FOREWORD

Silicon Valley Associates Recruitment, an IT and Technology Recruitment Specialist in APAC, offers job description templates that are very helpful for companies with IT fields.

With the advent of technology, every company is now expected to utilize it. Gone are the days when we could make records using pen and paper, or communicate with all essential people face-to-face at all times. Indeed, every organization was required to innovate due to the change brought about by technology.

To be able to keep up with modern innovation, knowledge, and expertise in the fields of IT and tech become essential. That's where IT departments come into play. Every organization needs a team of well-versed and competent professionals to run their company in the modern era.

In this issue, Silicon Valley Associates Recruitment offers you a thorough job description templates for companies to utilize in finding the right fit for the job.

About Us

Silicon Valley Associates Recruitment

Silicon Valley Associates Recruitment is an IT recruitment agency in Hong Kong, catering to companies and candidates in the IT and tech industry. On one hand, we help companies find competent and suitable IT professionals to work in their corporate sphere. And on the other, we assist candidates in building their professional careers to enable them to find a suitable IT job in Hong Kong and Asia.



More Than 10 Years of Professional Experience in IT Recruitment

With over 10 years of professional experience and a solid track record in IT recruitment, we are dedicated to helping IT professionals gain access to the best opportunities in the industry. We have a multilingual team of consultants across Hong Kong, China, Philippines, UK, USA, and UAE, coming together to conduct research and uncover valuable insights and market trends to yield results that would favor our clients.

Our expertise as a professional recruitment agency is proven by our global knowledge, experience, and track record throughout the Asia Pacific, EMEA, and Americas. Backed by relationship managers, a community of partners, and an innovative multi-channel research methodology, we can be a steady support for companies and candidates in the realm of IT and tech.

Our Core Values

Commitment, Communication, and Trust.

These are the core values that SVA Recruitment, as a specialist IT recruitment agency, stands for. With the goal of providing our clients with unprecedented insights and opportunities in the IT and tech industry, we commit to becoming your eyes and ears in the

market. We will continuously and diligently prospect and uncover trends, news, and opportunities in the industry, while directly engaging with prospective professionals.

In a competitive and demanding profession such as IT and tech, we understand the importance of finding the right talent and company to suit your values and capabilities. As a professional recruitment consultancy firm, we can help companies find the perfect match for their corporate needs while giving candidates the best opportunities and IT jobs in Hong Kong and Asia.



What We Do

Silicon Valley Associates is an IT recruitment agency helping companies and candidates find the best talents and opportunities in the IT and tech industry

Mission

With our dedication, firm methodologies, and IT recruitment agency experience, we aim to deliver only the best services and yield quality results for our valued companies and candidates. Your interests are our top priorities, and it is for your benefit that we continuously expand and grow our knowledge and proficiency in the IT and tech industry. Our mission is simple and straightforward.



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How to Write a Job Description

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Writing a Job Description

Important Areas to Consider

Job descriptions are crucial to the success of the company. While it is not legally mandated by law, companies can gain practical benefits from it. Job descriptions are important because they communicate to candidates and employees exactly what kind of tasks are expected from them.

Job descriptions can help identify particular skills or abilities that are necessary for a position or the environmental pressures that apply to the position. This will set the expectations of both the hiring officer and candidates. Doing so also helps avoid job mismatch because job descriptions contain a comprehensive set of responsibilities and qualifications recommended for certain positions. Thus, help you ensure in recruiting the best candidates.

Silicon Valley Associates Recruitment highlights the important areas and a step-by-step process of creating a practical job description. To start, the following areas need to be considered.

Company Introduction

It is essential to provide a succinct company introduction to your job description. This will allow the candidate to have an overview of the nature of the organization.

Company Mission, Vision, & Values

Your job description should ideally communicate the company's mission, vision, and values to set the candidates' perception of the organization and if these elements match their beliefs or passion.



Company Culture

Effective job descriptions also provide an overview of the company's culture to prepare candidates for the kind of organization they would be applying with. Knowing the corporate culture also allows candidates to weigh them with their beliefs and passion in a kind of working environment.

Team & Management Style

This is one of the underestimated areas that companies fail to include in a practical job description because it missed the chance to orient candidates' expectations.

Others: Job Tasks and Career Path

A good job description also indicates precise job tasks and career paths. Most of the time, companies usually won't bother with these areas, which could miss the chance of motivating candidates to apply for the position.



Job Description Step-by-Step Guide

SVA Recruitment helps you layout an effective job description that will attract the right candidate for the job. In order to do so, we have to carefully tailor the requirements, responsibilities, skills, and qualifications necessary for the job position you are offering.

Step 1: Job Title

The first step in creating an effective job description is to give the position a job title. Job titles play a crucial role in targeting the candidate pool you are seeking. Therefore, it is the key to getting the attention of the candidate.

Effective Job Titles must:

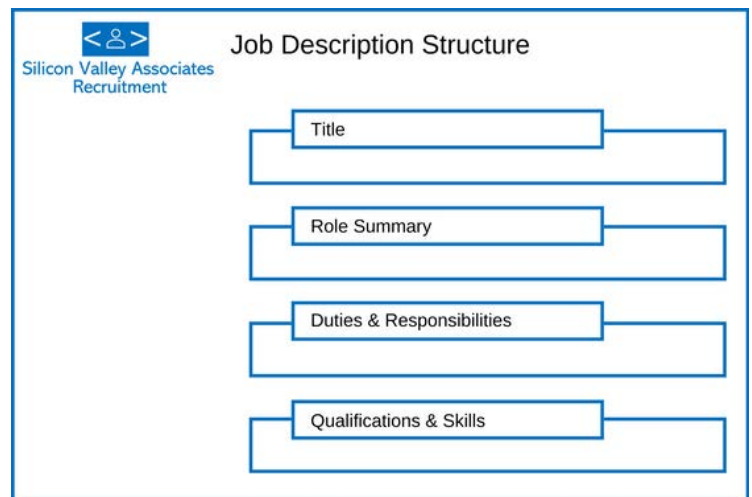
- accurately reflect the nature of the job and the duties that are expected to be performed
- be generic to be consistent to similar jobs in the industry and for the candidate to be easily searched
- be self-explanatory for recruitment purposes
- reflects its ranking order with other jobs in the company

For example: "IT Director" indicates that this position is not for entry-level candidates.



Step 2: Role Summary

Companies must provide a clear summary of the importance of the position and how the role contributes to the success of the business. This is the part where companies can also provide a succinct company introduction, mission, vision, and values. Companies can also provide an overview of the corporate culture to motivate candidates to apply for the job.



Step 3: Duties/Responsibilities

A job description must contain a list of the duties and responsibilities associated with the position's role. This is essential to elaborate on what are the tasks expected to be performed by the candidates and if they are qualified to do so.

The listed tasks must ideally describe outcome-based terms, contains necessary assignments, and the purpose of the action. You can also share the team and management style in this part to maximize expectations about the duties and responsibilities.

Job Description Step-by-Step Guide

Step 4: Qualification & Skills

A list of qualifications and skills must also be comprehensive to match the candidates'. This part of the job description must be written separately from duties and responsibilities, which can be a common mistake by others. The education level and type, professional certifications, technical and soft skills, and years of experience are stipulated here.

Some elements in this part include one's competencies, which refers to the inherent traits a candidate is expected to display in carrying out the responsibilities of the job position. Meanwhile, skills refer to the abilities that a candidate has possessed from experience or qualifications obtained.

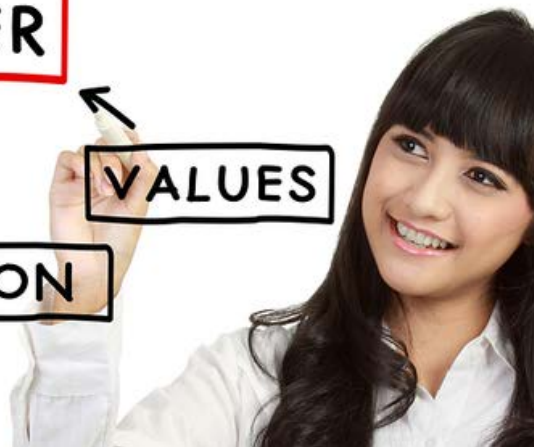
For example: Being proficient in Microsoft Office is a skill while having a strong leadership and sense of ethics are considered competencies.

Step 5: Relationship

Another essential element in writing a job description is indicating relationships. This includes reporting lines and working relationships. Reporting lines elaborate on the organization's flow of reporting structure, while working relationships refer to the people that the position will be most likely to work closely with.

Step 6: Salary & Career Path

Companies can also indicate the salary for the position and the potential career path they can take to attract candidates more and motivate them to apply.





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SVA Recruitment is an IT recruitment agency catering exclusively to the IT and tech industry. But that doesn't mean we're only filling IT-based positions and limiting our service to IT companies. We cater to purely technology-focused companies, as well as all other organizations with an IT department.

Our specialist recruitment agency has helped a wide array of companies with different niches and specialties find an IT professional for their corporate sphere. The sky's the limit when it comes to the positions we can help you fill.

Sales and Marketing

In the past, putting up a business was as simple as opening a shop and waiting for customers to come in. Companies did not need to find their target market — they found you. But in the modern era, that's no longer a viable strategy for businesses. There are fewer physical stores now and companies have to do more in order to be noticed.

The culprit? Technology. We're living in the digital age and it's come to mean that only those who can maximize their use of digital platforms can thrive as a business. Without formulating the right strategies and implementing the proper methods to suit the demands of the digital age, a business will see a downfall in their bottom line. Hence, the development of sales and marketing efforts to meet the demands of the times.

The corporate sphere is highly competitive and companies have to strive to stay relevant in the digital age.

The corporate sphere is highly competitive and companies have to strive to stay relevant in the digital age. They have to up their sales and marketing techniques in order to generate leads, attract consumers, and ultimately achieve corporate goals. That's why it's important to have an outstanding team of individuals focusing their energy towards generating awareness, traffic, and revenue for your company.



What We Can Do

SVA Recruitment has helped companies fill their sales and marketing departments with the most qualified individuals who can drive their organizations forward. Invest in your sales and marketing team, starting by hiring the best talents for the job.

We can find the most competent and qualified professionals to fill these positions in your Sales and Marketing department:

Vice President of Sales

Any sales and marketing team would need to have a head in charge of overseeing the functions, projects, and tasks of all the members of the department. That's where the Vice President of Sales comes in. With his or her high-ranking position, a VP of Sales spends a day in and day out managing the sales department and overseeing a company's profitability.

A VP of Sales makes the decisions in the department, coordinates with clients, monitors and oversees daily sales activity, takes charge of reports, gives directives to team members, and comes up with new ways to improve a company's sales and marketing efforts.

Responsibilities

- Working with the marketing department to design print and online promotional materials for the company's products and services.
- Identifying where improvements can be made and developing sales plans and strategies to achieve sales goals.
- Recruiting and hiring sales staff and developing training programs.
- Managing sales teams and maintaining sales operations.
- Outlining and managing sales budgets.
- Setting quarterly and annual sales goals and motivating the sales teams to achieve their goals.
- Monitoring the market and competitor products and activities and providing detailed sales forecasting.
- Reviewing customer activity, anticipating consumer needs, and improving customer satisfaction.
- Creating sales reports and providing feedback to the leadership team at company meetings.
- Establishing and maintaining key customer relationships.



Qualifications & Skills

- Bachelor's degree in a business-related field.
- Master's degree in a business-related field may be advantageous.
- Minimum of seven years' experience in a sales leadership position.
- Minimum of four years' experience working in a selling role and with sales technology and CRM software.
- Minimum of two years' experience in a senior (C-level) leadership role may be advantageous.
- In-depth knowledge of selling strategies and methods, as well as employee motivation techniques.
- Strong working knowledge of the company's products, competitive products, and the market.
- Excellent leadership, communication, interpersonal, and customer service skills.
- Great strategic planning, organizational, and creative thinking skills.

Travel Requirements

- Frequent travel as required within the Asia Pacific region to accomplish and exceed goals

Sales Director

For larger companies, their sales and marketing team is usually spearheaded by a Sales Director. The position is a high-ranking executive job that involves crafting sales plans for both national and international platforms, directly reporting to CEOs and other executives to seek approval or feedback regarding sales strategies, and supervising managers and heads within the sales and marketing departments.

A Sales Director has the most important job of all, which is not limited to keeping tabs on and supervising personnel under his or her leadership. In fact, from them stems all the strategies and plans that keep a business going and maintaining or boosting its profitability.

Responsibilities

- Scout and form strong networks with both big and small players in their industry
- Overseeing sales managers in the department, usually in different office locations around the world
- Identifying valuable emerging markets that the company can tap.
- Foreseeing future sales trends and coming up with plans to adapt or improve existing strategies
- Serves as the business's representative in external events and conferences
- Crafting sales strategies to keep the company competitive, relevant, and profitable.
- Design and implement strategic plans to reach sales targets.
- Assess costs, competition, and supply and demand to identify selling prices.
- Estimate sales volume and profit for current and new products.
- Establish a sales training program to train new employees.
- Meet with sales managers to assess company performance.



Qualifications & Skills

- Bachelor's degree in Marketing, Business Administration or a relevant field.
- A minimum of 5 years' experience in a similar role.
- In-depth knowledge of marketing techniques and best practices.
- Capacity to manage various projects and work to tight deadlines.
- Excellent negotiation and leadership skills.
- Outstanding written and verbal communication skills.
- Own and hit/exceed annual sales targets within assigned territory and accounts
- Develop and execute strategic plan to achieve sales targets and expand our customer base
- Effectively communicate the value proposition through proposals and presentations.
- Work with marketing and sales departments.
- Develop prospecting methods using, Social engagement: including webinars, social networking, content sharing and email

Experience:

- Experience working in a consulting or agency environment.
- You'll have a good understanding of mobile, web & cloud
- Strong communication and interpersonal skills
- Proven knowledge and execution of successful development strategies

Sales Manager

Sales Managers are the direct leaders that have communication and contact with the members of the sales and marketing department. Unlike the executive positions such as Sales Directors or the Vice President of Sales, the Sales Manager works very closely with the team, guiding them, setting goals, conducting plans, training, and mentoring.

Every sales and marketing department needs to have a sales manager. Even if higher-ranked executives are already taking lead in the department, there is still nothing like having a manager who is hands-on with the members. This will enable a closer and better working dynamic, enabling the team to coordinate with each other to achieve corporate goals.

Responsibilities

- Oversee operations in the sales and marketing department
- Directly guide and lead team members
- Communicate with customers and take charge of complaints, feedback, and other elevated customer service issues
- Monitor trends and consumer behavior
- Device strategies and plans for sales and marketing efforts
- Analyze sales data and trends
- Project the company's sales and profitability status
- Train and lead team members.
- Coordinating with marketing on lead generation.
- The ongoing training of your salespeople.
- Developing your sales team through motivation, counseling and product knowledge education.
- Setting individual sales targets with the sales team.
- Tracking sales goals and reporting results as necessary.



Qualifications & Skills

- Bachelor's degree in business or related field.
- Experience in planning and implementing sales strategies.
- Excellent written and verbal communication skills and professional presentation
- Dedication to providing great customer service.
- Ability to lead a sale team.
- Proven ability to lead a team to meet quotas
- Excellent leadership skills
- Experience setting sales goals
- Results-oriented with strong analytical skills
- Deep understanding of CRM systems and best practices
- Proficient in Microsoft Office

Experience:

- Strong communication and interpersonal skills
- Proven knowledge and execution of successful development strategies
- Experience managing and directing a sales team.
- Experience in customer relationship management.

Digital Marketing

We are living in a digital age. What once could be done through manual, traditional methods are no longer effective today. The advent of technology has introduced a new platform filled with opportunities for businesses — the Internet. Now, all efforts to generate traffic, increase brand awareness, and ultimately gain income, are all channeled through online platforms such as social media sites and web pages.

With this transformation and shift from physical to digital, companies must know how to effectively take advantage of the Internet to meet the demands of the times. Only those that have a good online reputation can effectively succeed as a brand. But digital transformation and digital marketing efforts are not simple, considering the complex algorithms, the essentiality of tech knowledge, and other factors.

Responsibilities

- Develop strategies to promote or market a product, service, or brand in online platforms
- Utilizing such techniques to tap into social media, web analytics, email marketing, search engine optimization (SEO), etc.
- Conduct consumer and market research to discover more opportunities for digitalization and marketing efforts
- Translate business goals into successful online campaigns
- Design digital media campaigns aligned with business goals
- Coordinate the creation of digital content (e.g. website, blogs, press releases and podcasts)
- Manage end-to-end digital projects
- Establish our web presence to boost brand awareness
- Liaise with Marketing, Sales and Product development teams to ensure brand consistency
- Suggest and implement direct marketing methods to increase profitability
- Monitor ROI and KPIs



Qualifications & Skills

- Bachelor's degree in Marketing, Communications, Business, or related field.
- Google Analytics and AdWords certifications are advantageous.
- Proven experience working as a Digital Marketing Consultant.
- Sound knowledge of lead generation, digital marketing tools, social media platforms, and SEO best practices.
- The ability to analyze large amounts of data.
- Strong analytical and problem-solving skills.
- Outstanding organizational and time management skills.
- Exceptional customer service skills.
- Experience with visual communication principles
- Familiarity with web design and content management systems
- Excellent analytical and project management skills



Channel Sales Specialist

Many businesses do not tap into different platforms for the reason that it requires additional management and hands-on operations. There is often a lack of talent or expertise in the company to suit the demands of several bases. There lies the vitality of a Channel Sales Specialist.

A Channel Sales Specialist is one who takes charge of a single platform where the business's products or services are being offered. They are assigned to a particular medium or territory, participating in all activities involved in channel sales and support.

Responsibilities

- Coordinate events and foster strategic sales relationships in the assigned channel
- Collaborate with directors, managers, and the business unit to ensure consistency among regions and platforms
- Management and distribution of global sales
- Engage and coordinate with partners
- Review demand to evaluate and implement strategies for adapting
- Auditing purchase orders, sales, etc.
- Manage, organize, and monitor partner agreements
- Analyze inventory and sales status
- Manage channel marketing campaigns and giveaways, and all necessary items for event execution, metrics, and documentation.
- Coordinate event plans: activations, live streams, partner trainings, and in-person (in the future, when safe to do so).
- Manage vendor relationships and ensure delivery of renderings and billing.
- Ensure the broader value of channel marketing activities are maximized and communicated through social media, PR, blog content as appropriate.



Qualifications & Skills

- 1-3 years of channel marketing experience.
- College graduate, preferably Business Administration or Management.
- Ability to work independently and across groups in a fast-paced environment.
- Experience juggling multiple account management projects at a time, while maintaining sharp attention to detail.
- Experience with the relevant sales and distribution channels
- Maintaining the highest ethical standards and integrity, with the ability to advocate for customers to influence all departments of the company.
- Microsoft Office skills. Channel Managers use spreadsheets to track sales results and monitor KPIs. This software is typically Microsoft Excel.
- Channel Managers use client relationship management (CRM) software to organize and monitor current and prospective partners who are in various stages of the sales cycle.

Business Development Manager

Crucial to the growth of any company is having a Business Development Manager. This professional helps the company gain new leads, revenue, and ultimately, more income. They come up with new strategies to reach out to potential consumers, ensuring that the company never runs out of the possible client and consumer bases. This is essential for the continued existence and growth of any business.

It's been established that the corporate sphere changes over time. Whatever may work for your company now, may turn irrelevant and ineffective in the long run. Hence, the need for a Business Development Manager who can scout and identify new markets, partnerships, strategies, and offers to meet existing demands.

Responsibilities

- Generate leads through the company's methods
- Cold-call potential customers
- Develop new opportunities in the company's target market
- Support the marketing team
- Foster good relationships with existing consumers to convert them into loyal customers
- Communicating and coordinating with clients through frequent meetings and catch-ups
- Providing specialist advice to the business to generate improvement and growth
- Developing growth strategies and plans
- Managing and retaining relationships with existing clients
- Increasing client base
- Having an in-depth knowledge of business products and value proposition
- Writing business proposals
- Identifying and mapping business strengths and customer needs
- Researching business opportunities and viable income streams
- Following industry trends locally and internationally



Qualifications & Skills

- Bachelor's degree in business, marketing or related field.
- Experience in sales, marketing or related field.
- Strong communication skills and IT fluency.
- Ability to manage complex projects and multi-task.
- Excellent organizational skills.
- Ability to flourish with minimal guidance, be proactive, and handle uncertainty.
- Proficient in Word, Excel, Outlook, and PowerPoint.
- Comfortable using a computer for various tasks.
- Stakeholder management skills and ability to negotiate
- Conflict resolution skills and ability to implement business development strategies



Account Manager

As they say, the customer is always right. A company's most prized possessions are its customers. Several research studies have proven that it is much more cost-effective and efficient for a company to work to retain its existing customers, keeping them happy and loyal to the brand. It's much more ideal, compared to investing heavily in marketing and lead generation efforts to attract and gain new customers.

That's why it's important for a company to value its existing consumers. To bridge the gap between two parties, there is a need for an inside sales representative. This professional spends day-in and day-out reaching out to and working with the brand's existing customers. Ultimately, their goal is to find out what customers want and create solutions to ensure a smooth sales process.

Responsibilities

- Communicate to customers in a friendly manner, listening to their feedback and suggestions
- Introduce and explain products and services to customers as well as answering their questions and inquiries
- Devise solutions and strategies to address customer feedback
- Selling products to customers via telephone and in person
- Developing in-depth understanding of building products
- Preparing pricing quotes
- Possessing a spirit of compassion and understanding as well as conflict resolution skill
- Detailed thinking; data checking on orders and invoices
- Excellent verbal and written communication skills
- Collaborative skills needed to coordinate with other departments
- Ability to field tech support questions from customers with installation issues
- Computer skills (MS Office/phones)



Qualifications & Skills

- Experienced communication skills and telephone etiquette
- Proficiency with MS Office Suite-Word, Excel, Outlook, and CADD skills a plus but not necessary
- Positive attitude and strong work ethic
- Ability to maintain high levels of organization
- Organizational skills with the ability to multi task
- Previous sales experience
- Works well in a team environment and keeps upper management up to date
- Experience working with Salesforce.com or similar CRM
- Excellent verbal and written communications skills
- Strong listening and presentation skills
- Ability to multi-task, prioritize, and manage time effectively
- BA/BS degree or equivalent



Inside Sales Representative

As they say, the customer is always right. A company's most prized possessions are its customers. Several research studies have proven that it is much more cost-effective and efficient for a company to work to retain its existing customers, keeping them happy and loyal to the brand. It's much more ideal, compared to investing heavily in marketing and lead generation efforts to attract and gain new customers.

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Qualifications & Skills

- High school diploma/GED.
- Ability to consistently meet/exceed sales quotas
- Competitive, personable, and open to feedback.
- Excellent communication skills (oral and written).
- Excellent verbal communication and listening skills over the phone – has demonstrable experience in a contact center experience.
- Fluent written and verbal communication in English
- Self-motivated and self-starter – willing to pick up the phone to hit call targets even after negative responses.
- Customer management experience in a B2B business
- Microsoft Excel, PowerPoint and Word literate
- Experience with a CRM system – Salesforce preferably
- Works office-based in a team with similar roles – with individual targets.



Pre-Sales Engineer

As we have seen in today's business landscape, technology has greatly rewritten the way companies operate. Only those who are able to keep up with the demands of modern times will be able to stay relevant and competitive in today's market. Gone are traditional methods of operating since the digital age has paved the way for technological innovation and utilization.

Hence, the need for a Pre-Sales Engineer. A pre-sales engineer is a professional that works for technological companies. They work mainly in the field of tech, finding business solutions in the realm of technology to help a company grow. They scout for and study all technological opportunities in a defined sales territory for the benefit of their companies.

Responsibilities

- Respond to customer requests and proposals
- Device cost-effective strategies and solutions in the territory of technology
- Provide knowledge transfer and training to teams bringing their solutions online
- Keeping up with technologies entering the market and utilizing them to sell a company's products or services.
- Works deals assigned to the sales team supported, prioritizing effort based on maximizing total impact on team productivity and profit, or as directed by the sales manager.
- Proactively scopes the technical solution required to address customer requirements, assesses customers' met and unmet needs, and recommends solutions that optimize value for both the customer and the firm.
- Secures input from all necessary solution stakeholders within the customer firm.
- Coordinates closely with internal sales, sales support, and service resources to align solution design with customers' business requirements.
- Works closely and collaboratively with the sales and account teams supported.



Qualifications & Skills

- 1+ years of pre-sales engineering experience that is customer facing and 1+ years' experience in cabling infrastructure or technology related fields, estimating, design or engineering.
- BS degree in Marketing or associates degree in relevant field a plus
- A record of achievement and technical solution expertise in a comparable sales role.
- Experience designing, configuring and engineering of infrastructure, data networks.
- Experience with one or more of the following technologies: POS, Physical Security, Wireless, Voice and related Services.
- Working knowledge of Outlook, Excel and Word
- The ability to fluidly discuss cabling infrastructure, and other technology solutions Comm-Works offers with Sales and customers who have a wide range of knowledge and experience.
- Consistently demonstrate professional, positive, and approachable attitude/demeanor and discretion

Post Sales / Technical Support

While pre-sales engineers work to utilize technology to sell a company's products and services, a post-sales technical support professional takes over after the transaction. They come in the picture after a product or service is sold, providing continuous support to consumers in the form of warranty or repair services, assisting them on how to use the product, responding to inquiries, etc.

All these efforts conducted by a post-sales technical support professional help a company retain its existing customers, generating repeat sales and income for the business. As found by multiple research studies, it's easier and more cost-effective for businesses to focus on retaining existing customers than to attract new ones. That's why they must continuously provide support to their consumers, long after the sales transaction.

Responsibilities

- Provides customers with assistance on technological merchandise
- Provides services that help a customer utilize a product
- Provides assistance 24 hours a day, 7 days a week
- Proactive support, monitoring, and devising solutions for customer aid
- Manages the implementation of projects and customers closed by the sales team supported, prioritizing effort based on maximizing total impact on team productivity and profit, & customer satisfaction, or as directed
- Proactively assesses solution specifications in light of changing customer requirements, and recommends solution changes that optimize value for both the customer and the firm.
- Continually gauges customer satisfaction among key customer project stakeholders.
- Develops success metrics, including ROI, adoption, and business-process impacts, and presents these to



Qualifications & Skills

- Proven work experience as a Sales support specialist or Sales support associate
- Hands on experience with ERP and CRM systems
- Proficiency with MS Office Suite, particularly MS Excel
- In-depth understanding of sales principles and customer service practices
- Excellent communication, Analytical and multitasking skills
- Public clouds, backup, HA and disaster recovery technologies, migrating customer data and services to the cloud
- Experience in sales or sales engineering experience in a business-to-business, large/strategic customer segment; or
- A record of achievement and technical solution expertise in a comparable sales role.
- Product certification, engineering credential, or equivalent technical credential.
- BS degree in Marketing or associates degree in relevant field a plus



Marketing Director/ Manager

Every business nowadays needs to make their brand known to their target audiences. In a world where there are millions of products and services to choose from, and an industry where the competition is fierce, companies need to make a proactive effort to bring the word out about their brand. Otherwise, they won't see an improvement in their bottom line, considering that the first element of awareness is missing.

Marketing has grown in significant importance over the years. Headed by a Marketing Director, a team in this department has one goal in mind — to increase awareness and familiarity to a brand, in an effort to increase sales or user base. They do these through strategies and techniques aimed towards reaching a broader audience, backed by their skills and expertise on marketing through varying platforms.

Responsibilities

- Oversee marketing campaigns and monitor their progress to ensure success
- Develop strategies and plans to drive traffic, increase awareness, and engage audiences
- Map out and produce content for digital marketing and content marketing efforts
- Take charge of the whole marketing department, overseeing fund allocation and crafting an efficient budget for marketing needs and purposes
- Measure performance indicators and team effectivity
- Utilize acquisition channels both in physical and digital domains.
- Coordinating marketing projects from start to finish.
- Organizing company conferences, trade shows, and major events.
- Overseeing social media marketing strategy and content marketing
- Planning, directing, and coordinating marketing efforts. Communicating the marketing plan.
- Communicating the marketing plan.



Qualifications & Skills

- Thorough understanding of the development process and vital commercial touch points
- 3+ Analytical experience and understanding of multiple marketing channels. This should include traditional media (TV, radio, print), digital media (search, display, social) and CRM (email, push notifications).
- Experience with campaign performance (multi-channel) evaluation.
- Effective interpersonal skills; ability to influence and gain buy in from key stakeholders
- Experience partnering with versatile, multi-functional team members who come to the table with different perspectives and have a consistent record of developing creative approaches to solving problems.
- Skilled in exploratory analysis and statistical techniques and proven experience finding important patterns and trends in the data.
- At least a Bachelor's degree in business, marketing, communications, or related field.



Public Relations or Marketing Communications Specialist

Public relations specialists are responsible for growing, shaping, and maintaining a company's reputation and brand. Public relations specialists are tasked with identifying media opportunities, maintaining existing media relations, and promoting positive public awareness of the company through external communications. Public relations specialists can work in-house or for an agency. Public relations specialists span most industries.

Businesses have to learn how to effectively manage their reputation, especially in the online sphere where information is readily available. That's a job that can be carried out by a Public Relations or Marketing Communications Specialist.

Responsibilities

- Devising, planning, and carrying out PR strategies
- Communicating with key personnel both internally and externally
- Getting in touch with media, stakeholders, spokespeople, and the like
- Crafting press releases and managing external affairs
- Analyzing and correcting a company's reputation through media or other digital channels
- Handles and ensures the success of the company's publicity efforts and stunts
- Organizing events, tours, seminars, and other methods to reach external audiences
- Managing public relations in case of a crisis
- Fostering the company's relations with external audiences and communities
- Develop and implement a communication strategy that includes media outreach and social media content creation.
- Research and write press releases, and content for the company website, infographics, blogs and newsletters.



Qualifications & Skills

- Bachelors degree in Communications, Journalism, Public Relations or a related field (essential).
- A minimum of 2 years experience in communications strategy development (essential).
- Proven work experience as a Marketing Communications Specialist or similar role
- Familiarity with B2B and B2C advertising campaigns
- Hands-on experience with web content management tools, like WordPress
- Works well under pressure and meets tight deadlines.
- Highly computer literate with capability in email, MS Office and related business and communication tools.
- Content writing experience for all media platforms.
- Proven social media and networking expertise.
- Strategic and creative mindset.



Job Description Templates

SVA Recruitment is an IT recruitment agency catering exclusively to the IT and tech industry. But that doesn't mean we're only filling IT-based positions and limiting our service to IT companies. We cater to purely technology-focused companies, as well as all other organizations with an IT department.

Our specialist recruitment agency has helped many IT professionals looking for a job in Hong Kong and Asia get hired in a wide array of companies with different niches and specialties. The sky's the limit when it comes to the positions we have experience filling, so we can definitely help you find a job that suits your skills and expertise.

IT Technical Positions

The advent of technology has made it absolutely crucial for businesses to utilize more advanced, technological platforms to operate. Otherwise, they will lag behind their competitors owing to the inability to meet the demands of the current consumer landscape. It's safe to say that the whole world now revolves around technology. From shopping to marketing, every aspect of operating and growing a business has opportunities available online. That's why companies are now beginning to invest in forming an IT or tech team, composed of skilled individuals who know their ways around the technological sphere.



What We Can Do

Our IT recruitment agency can provide you with the talents you need to form your IT or Tech Department. As crucial it is for your business to adapt to the demands of the times, equally important is finding people who can navigate through and find opportunities in the realm of technology.

There are a lot of IT professionals in the market looking for a job in Hong Kong and Asia. The key is to find the right one for your company. We can help you complete your IT and tech departments with skilled individuals who are fit for the essential positions, such as the following:

Vice President IT

As complex as the IT industry is, there is a great need to have a skilled professional to guide the members of the IT department. At the pinnacle of an IT or tech department is the Vice President of Information Technology. An executive role, the job of Vice President IT is to lead his or her members in terms of utilizing technology and working towards the growth of the company.

Vice President IT is backed by knowledge, education, and expertise to carry on the job. He or she leads the organization to development and sustainability through introducing the future of technology, whilst effectively managing current methodologies and strategies.

Responsibilities

- A device, develop and implement innovative technological strategies, such as information systems, software applications, or IT support and infrastructure
- Direct the IT and tech team on matters regarding IT plans in accordance with a specified objective
- Analyzing information technology that will be integrated into the company
- Oversee technological applications to contribute to a company's long-term goals
- Manage and lead members of the IT and tech department
- Lead technology planning, risk management, resource allocation, project prioritization, and the like
- Research and recommend new software products and services to utilize.
- Assisting the President and the board of directors to design the company's overall mission, values, and strategic goals.
- Attending meetings with the board of directors and sharing company information.
- Leading, guiding, directing, and evaluating the work of other employees, such as Senior Directors and Managers, and ensuring a healthy working environment.



Qualifications & Skills

- Bachelor's degree in IT, computer science, business or a related field
- MBA or other graduate-level degree preferred
- Minimum of five years' experience leading high-performing teams
- Previous project management, strategic vision, and business development experience
- Contribute to profitability with an understanding of the relationship between business and corporate level technology strategy.
- Assess issues regarding information systems and create manageable solutions.
- Apply contemporary business principles integral to a high-tech organization.
- Navigate through data management complexities in a global business environment.
- Leverage advanced knowledge and skills to succeed as a vice president of IT.

Why a VP in IT?

Many companies make the mistake of having the CEO call the shots for the IT and tech departments. But more often than not, they lack the necessary knowledge and skills needed to effectively tap into and utilize the realm of technology. Not only that, but they also have other departments to oversee, therefore unable to turn their sole focus and attention to the complex and essential niche of IT. Hence, the need for a professional who can manage and direct every action taken by the IT and tech department.

IT Director

The IT Director position is among the high-ranking occupations in IT and tech. They are vital to a company, considering that they ensure the availability and security of a business's information technology. They are responsible for managing the overall IT infrastructure of an organization — from devising plans and procedures all the way to implementing them.

As a director, your work will be a balance of looking inward towards your team and responsible technologies as well as working outwards to understand business needs across various departments.

Responsibilities

- Mastering organizational goals and carrying out technological approaches
- Directing the effective development and implementation of IT solutions and strategies
- Collaborating and coordinating with IT department members to manage technological approaches for business activities
- Supervising the members of the IT and tech department, while also being in close communication with higher-ranking professionals and executives
- Presenting innovative ideas and proposals to the higher ops and obtaining financial budgets for the utilization of the IT and tech department
- Identifying market opportunities in the realm of IT and tech
- Leading efforts to improve and boost the efficacy of IT solutions
- Developing and overseeing SMART (specific, measurable, attainable, relevant, time-based) metrics for hardware, software, and storage
- Identifying and eliminating security vulnerabilities with strategic solutions that increase data security
- Overseeing departmental finances, including budgeting and forecasting



Qualifications & Skills

- BSc/BA in computer science, engineering or relevant field; MSc/MA will be a plus
- Several years' experience managing employees within an IT environment
- Several years' experience working with particular systems that are relevant to your company
- Proven experience as IT director or similar role
- Experience in analysis, implementation and evaluation of IT systems and their specifications
- Sound understanding of computer systems (hardware/software), networks etc.
- Experience in controlling information technology budget
- Excellent organizational and leadership skills
- Outstanding communication abilities
- Minimum of 4 years experience in management or director level seats
- Minimum of 4 years working within Infrastructure, Application Support, and ERP
- CRM Systems knowledge
- Cloud experience (Azure preferred, AWS acceptable)

Why an IT Director?

Your IT solutions need to be carried out seamlessly and effectively in order to be truly worth your company's time, effort, and investment. Having an IT Director to oversee and manage the development and implementation of IT-related visions will go a long way to helping the company achieve corporate goals.

IT Manager

We are looking for an experienced and motivated Information Technology Manager who will be responsible for overseeing and ensuring that computing systems and equipment are operating effectively and efficiently.

To be successful in this position you will demonstrate a detailed knowledge of the industry's best practices and evidence a professional track record of effective technical management, information analysis, and a thorough understanding of computer hardware and software systems.

Responsibilities

- Evaluating new hardware and technological tools a business can utilize
- Assisting the creation and utilization of new work areas
- Recruit and train new IT professionals onboarding a team
- Consults upper management to determine a company's IT needs
- Lead the IT team towards accomplishing specific IT and tech projects
- Managing the budget and timeline of IT and tech ventures
- Coordinating technology installations, upgrades, and maintenance.
- Selecting and purchasing new and replacement hardware and software, when necessary.
- Testing, troubleshooting, and modifying information systems so that they operate effectively.
- Generating performance reports for operating systems.
- Assuring all IT activities are performed within the parameters of applicable laws, codes, and regulations.
- Evaluating technology risks in order to develop a network disaster recovery plan and backup procedures.
- Remaining up to date with advances in technology and industry best practices.



Qualifications & Skills

- Bachelor's degree in information technology, computer science, software engineering, or a related field.
- Managing IT staff by recruiting and training employees, communicating job expectations, and monitoring performance.
- Overseeing the annual IT budget and ensuring cost effectiveness.
- Monitoring daily operations, including server hardware, software, and operating systems.
- Coordinating technology installations, upgrades, and maintenance.
- Selecting and purchasing new and replacement hardware and software, when necessary.
- Testing, troubleshooting, and modifying information systems so that they operate effectively.
- Assuring all IT activities are performed within the parameters of applicable laws, codes, and regulations.
- Evaluating technology risks in order to develop a network disaster recovery plan and backup procedures.
- Remaining up to date with advances in technology and industry best practices.

Why an IT Manager?

There needs to be a person who can set goals and priorities straight so that everyone is kept on tabs as to what needs to be accomplished and what path to take in order to get there. That is precisely what an IT Manager can do.

IT Project Manager

We are looking to hire a positive, proactive IT Project Manager to oversee project teams and to ensure IT projects are completed on time. The IT Project Manager will establish a Project Management Office (PMO), and direct and coordinate the utilization of resources across divisions of the project to reach targets. The IT Project Manager will ensure compliance with budget and other project requirements. You will document instructions for end users and assist with testing of the final product. You will communicate with stakeholders during all phases of the project, and close it efficiently.

To be successful in this role you should deliver an extensively recorded, tested, intact and operative product within delivery time frames and budget. Ideal candidates will be analytical, and have a positive demeanor.

Responsibilities

- Craft and implement IT solutions and innovation
- Create plans and strategies for IT projects geared towards the growth of an organization
- Supervising team members and workers from the beginning to the end of an IT project
- Assisting in establishing a Project Management Office to oversee multiple projects.
- Liaising with stakeholders such as project personnel, vendors and end users regarding project requirements.
- Outlining, defining and initiating project.
- Implementing document control policies and documentation templates.
- Maintaining a good working knowledge of assigned component projects.
- Evaluating standards of component products.
- Monitoring project progress and implementing changes where necessary.
- Ensuring project complies with best practices, SOPs, PMO policies and other policies.
- Ensuring compliance with objectives, organizational policies, procedures and standards.



Qualifications & Skills

- Several years' experience consulting and managing employees within an IT environment
- Degree in Computer Science, Information Systems or related field.
- MBA advantageous.
- Proficiency with database languages.
- Excellent written and verbal communication.
- CCNA, CCNP, CISSP, MCSE, or similar certification.
- 3+ years experience in a project management role.
- Understanding of MSP ticketing and Alert Management Systems.
- Thorough understanding of project management fundamentals.
- Understanding of software development life cycle.
- PMP, Prince2, Agile or Waterfall certificates and relevant experience
- Scrum Master certification preferred. Ability to manage consultants and work with/manage cross-functional teams.

Why an IT Project Manager?

You, as an IT project manager, can ensure just that. You will take charge of the entire project from the planning phase all the way to implementation, making sure that all efforts are effective in driving the company forward.

IT Officer

We are looking for an IT Officer to be responsible and accountable for the smooth running of our computer systems within the limits of requirements, specifications, costs and timelines. You will supervise the implementation and maintenance of our company's computing needs.

Under limited supervision, coordinates the administration of information technology (IT) services for one or more designated areas of the company. The successful candidate will have improved skills, a proven professional experience and a detailed knowledge of industry's best practice processes.

Responsibilities

- Install, configure, and setup software, systems, databases, and applications
- Manage, monitor, and maintain computer systems and networks
- Communicate with staff, clients, and other members of the company and help them address technological issues
- Troubleshoot and diagnose faults and errors in technological tools and systems
- Conduct electrical safety checks to pinpoint and address technological hazards
- Search for, access, test, and utilize new technology
- Reviews vendor contracts and coordinates IT purchases (hardware, software and services) to ensure effective deployment of solutions aligned with user needs.
- Delivers appropriate personnel actions and educational and training programs to ensure high quality professional staff performance in the area(s) of oversight.
- Participates in the development, implementation, and maintenance of policies, objectives, short- and long-range IT planning, with an emphasis on advocating for the needs of the area(s) supported; implements tracking and evaluation programs to assist in accomplishment of established goals.



Qualifications & Skills

- Proven working experience in IT or relevant fields
- Excellent knowledge of technical management, information analysis and of computer hardware/software systems
- Expertise in data centre management and data governance
- Hands-on experience with computer networks, network administration and network installation
- Ability to manage personnel
- Knowledge and understanding of the current and developing strategic information requirements.
- Knowledge of current trends and developments in information technology.
- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Skill in organizing resources and establishing priorities.
- At least an undergraduate degree in BS in Computer Science, IT or similar field

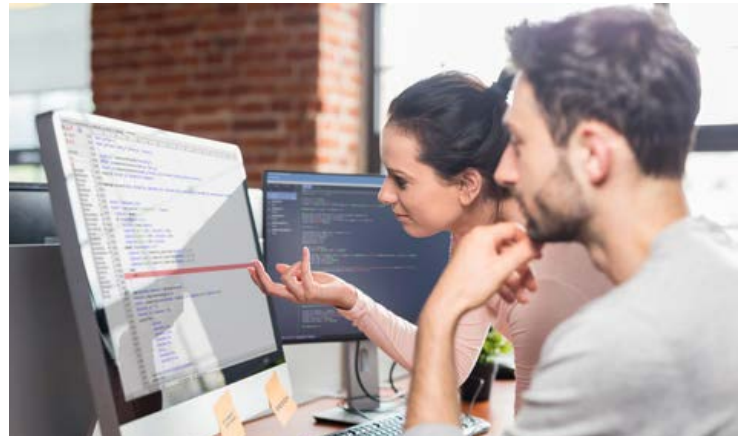
Digital Transformation Specialist

Technology, over time, has changed the way businesses operate. It is no longer ideal and beneficial to retain traditional platforms and methods because these can no longer meet the demands of the modern era. Thus, businesses need to up their game and grab hold of the opportunities made available by the advent of technology.

That goes with saying that in order for a business to survive, they must learn how to utilize technology and conduct the tedious but crucial phase of digital transformation. That's easier said than done, however, considering the complexities involved in the process. Luckily, businesses can turn to experts like a Digital Transformation Specialist to carry on the job.

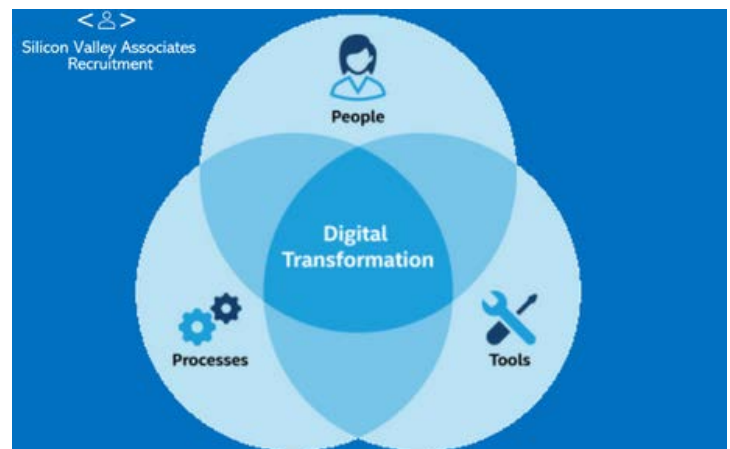
Responsibilities

- Find effective and efficient technological solutions for internal operations
- Implement new technological solutions and strategies and assist the organization in utilizing them
- Monitor technological trends and digital opportunities to gain competitive advantage
- Analyze information technologies and determine their value, cost, and risks
- Testing and documenting technological procedures
- Assess and pinpoint organizational needs to find digital solutions to address them
- Understand business goals and direction in order to craft innovative digital solutions
- Maintain relationships with clients and essential IT firms for the company's needs.
- Gathering requirements from stakeholders to transform these into digital requirements
- Manage projects end-to-end focusing on digitization and automation of processes
- Design and develop governance structure and all documentation such as training manuals, process maps and implementation procedures



Qualifications & Skills

- Bachelor or Master degree in information technology.
- At least 12 years in Information Technology with a minimum of recent 5 years in a Senior Manager position within sizable corporate in-house organizations.
- Technically proficient in e-commerce, omni-channel, CRM and WeChat ecosystem.
- Strong knowledge of SDLC methodologies and systems development process Experience with DevOps implementations and/or existing DevOps environments a plus
- Strong experience in business process engineering and system integration.
- Fast-paced, open-minded, dynamic and excellent customer service attitude.
- Outstanding problem solving and leadership skills; proactive attitude and drive to succeed
- Excellent convincing, business case presentation, consulting and analytical skills.
- English and Mandarin (French will be a plus)
- Travel will be required



Vice President of Engineering

We are looking for an experienced VP of Engineering to manage a diverse development team. The responsibilities of a VP of Engineering include leading a team of developers and engineers, collaborating with product managers, and improving company policies and standards.

To be successful as a VP of Engineering, you should have prior organizational leadership experience, be able to collaborate with team members, and be a strategic problem-solver. Ultimately, a top-notch VP of Engineering should demonstrate excellent communication skills, an ability to connect with other engineers and developers, and a have solid foundation in software design.

Responsibilities

- Lead a team of IT developers and engineers
- Developing standards and procedures towards navigating IT platforms to ensure that corporate goals are met
- Preparing budgets for the use and development of IT solutions
- Devising or scouting for innovative technological improvements that the company can utilize
- Developing and improving processes and procedures in an IT and tech department.
- Developing standards and procedures to ensure that quality standards are met and consistent.
- Preparing and optimizing budgets.
- Recommending technological developments and improvements on efficiency.
- Developing the team to ensure quality end products
- Leading the team through management and mentorship.
- Contributing to recruitment activities.



Qualifications & Skills

- Engineering or similar degree. A graduate degree is more advantageous
- Strong organizational leadership skills.
- Extensive experience in working with stakeholders to create hiring strategies to develop quality teams.
- Experience in recruiting Engineers and contributors.
- Previous working experience in software design and developing customer-orientated platforms.
- Strong knowledge of data structures and algorithms.
- Must be knowledgeable about industry trends, best practices, and change management.
- Navigate through data management complexities in a global business environment.
- Leverage advanced knowledge and skills to succeed as a vice president of IT.

Qualifications & Skills

As a vice president of engineering, your duties and responsibilities are to plan, implement, and oversee engineering strategies, procedures, and goals for your employer. You are responsible for ensuring that the daily and long-term operations of the engineering department are smooth. You collaborate with other executives on the promotion of growth within the company, the development of new design or project standards, and technical training for employees.

R&D Manager

When launching a new product or service, a company needs to undertake adequate planning and preparatory steps. That's because the act of introducing a new product to the market must take into consideration several factors to ensure success and profitability. Market research, timing, and consumer landscape, among others, all come into play.

A Research and Development Manager is the type of professional a company needs in order to successfully launch a profitable product or service. They manage the undertaking of necessary planning and preparation steps to make sure that what is launched is not half-baked. Holding a very important role in an organization, a Research and Development Manager oversees the entire development process — from the initial planning phase all the way to implementation.

Responsibilities

- Ensure that all product or service launches and programs are implemented on time and according to budget
- Conduct and analyze research on the entire phase of development
- Give recommendations for improvements or innovative solutions
- Guide the research and development staff members on a daily basis
- Request a budget from upper management and allocate funds for development projects
- Be familiar with new development trends and innovations to ensure that the company stays relevant and up-to-date
- Report to senior management on company product technical issues as well as technical developments within the market
- Manage trial or testing programs for products/services through the management of staff and assignment of staff and utilization of resources



Qualifications & Skills

- An undergraduate or master's degree in the field
- Several years' relevant experience in industry, with an understanding of research methods, data analysis and development processes.
- At least 3 years work experience, with a strong record of career progression
- Experience supporting Engineering/DevOps at a SAAS enterprise software company required
- Experience working with General Managers a plus
- Superb analytical and problem solving skills
- Superior Excel skills
- Adaptive Planning, Netsuite experience a plus
- Experience working independently
- Innate ability to build relationships with and advise business partners, managers, and colleagues
- Strong communication and presentation skills
- Self-starter who identifies what needs to be done, or should be done, and then does it
- Ability to apply knowledge and mentor



Business Analyst

The truth of the matter in operating a business is that not everything is going to be successful. Some efforts can either make things harder for the company, internally speaking. And others, on the other hand, will not deem to be profitable, externally speaking. To ensure success and innovation, a business must pinpoint exactly what they need to improve in and identify concrete steps to make operations better.

A Business Analyst is the professional for the job. While other IT related niches would have defined job scopes in the IT and tech industry, a business analyst has a very versatile function. In a way, they are intertwined in between IT and business because they find better opportunities and solutions for a company often in the realm of IT and tech.

Responsibilities

- Identify opportunities or device strategies to improve corporate procedures and processes
- Design, manage, operate, and improve business systems, either in the realm of IT and tech or outside of it
- Communicates and forms a relationship with stakeholders and essential parties to understand their needs
- Gathers, researches, and analyzes corporate goals and needs to identify the means of achieving them
- Works with IT developers and engineers to ensure the smooth and effective implementation of new solutions
- Test and analyze new systems and identify areas of improvement.
- Elicitation – Uncover the underlying business issues that need to be addressed and discover any information related to the project.
- Conduct and coordinate financial, product, market, operational and related research to support strategic and business planning within the various departments and programs of the client group



Qualifications & Skills

- Bachelor's Degree in the field of business administration, finance, or information systems
- Microsoft Access and/or SQL experience strongly preferred
- Proven experience with business and technical requirements analysis, elicitation, modeling, verification, and methodology development
- Exceptional analytical and conceptual thinking skills.
- The ability to influence stakeholders and work closely with them to determine acceptable solutions.
- Experience creating detailed reports and giving presentations.
- Competency in Microsoft applications including Word, Excel, and Outlook.
- Demonstrated project management skills and project management software skills, including planning, organizing, and managing resources



Software Architect

With the advent of technology comes more opportunities for businesses. Daily operational tasks that used to be done manually can now be done in a simpler and more efficient manner through the use of software and other digital tools. For example, there are now databases for financial record keeping, employee profiles, and the like. Now it's up to businesses to find and make use of the various platforms available to simplify their business operations.

But finding the right tools or developing your own software to suit a business's corporate needs is no simple task. It requires deep knowledge and outstanding expertise on the matter in order to find the right solutions for the company. This, and more, is what a software architect can do.

Responsibilities

- Researching and scouting for new tools a company can utilize
- Evaluating technical standards and needs for corporate projects
- Determining the ideal platform or software solution for the company's use
- Dissecting project goals and limitations in order to find viable solutions for each
- Communicating and working with software development teams
- Distributing development tasks to software engineers
- Conducting quality assurance efforts on new software solutions and projects
- Collaborating with other professionals to determine functional and non-functional requirements for new software or applications
- Using tools and methodologies to create representations for functions and user interface of desired product
- Developing high-level product specifications with attention to system integration and feasibility



Qualifications & Skills

- Master's degree in Computer Science or Computer Engineering
- 5+ years' experience designing and building software applications
- Excellent knowledge of UML and other modeling methods and Proficiency with Java
- Experience working on complex software projects
- Knowledge of C++/object oriented programs, SQL, web application development, security and open source technologies
- Extensive experience in software development and project management.
- Solid understanding of a variety of programming tools and development platforms.
- Experience in software development and coding in various languages (C#, .NET, Java etc.)
- Familiarity with HTML/CSS, JavaScript and UI/UX design



Application Programmer and IT Developer

More and more companies are beginning to utilize technology in order to meet consumer demand and achieve their corporate goals. With the availability of countless opportunities in the realm of IT and tech, there's no question as to why companies are increasing their demand for experts who are knowledgeable in the field.

Technological platforms and solutions make use of a complicated and very complex system of coding. Every action and reaction that happens in a software or application has something to do with codes. And for people who have no background or knowledge in this specific niche, these will be too tedious and confusing to handle. Luckily, there are various professionals who know their way around software and applications. This is why a business should invest in an application programmer and IT developer for their technological needs.

Responsibilities

- Write and develop codes used for software and applications across electronic devices
- Create software applications by making use of a coding system that is clean and error-free
- Test and evaluate applications and make the necessary improvements or bug fixes
- Interacting with customers to find points for improvement and to create solutions to address their needs
- Conducting training and creating a user manual to educate essential personnel on the use of the application
- Suggest improvements and advise software upgrades to higher ops
- Responsible for the introduction and development of partnerships to such technical features of our mobile payment service providers as tracking and error handling
- Primary development environment is Java and QUARTZ (client proprietary development platform on Python)



Qualifications & Skills

- BSc/BA in computer science or relevant field; MSc/MA will be appreciated
- Alternatively, you have completed a comparable level of education with sufficient work experience
- Experience in product or project management with a web or mobile web company
- You possess excellent analytical skills with the capacity to implement them into projects
- A working knowledge of programming languages such as Java and ORACLE.
- Experience in application and software development.
- Ability to program in at least one programming language such as C#, Java (J2EE) etc.
- In-depth knowledge of programming for diverse operating systems and platforms using development tools



Mobile Developer

Software development is not a specific niche that has generalized functions across different platforms. In reality, there are several specializations within the niche, one of which is the focus on mobile technology. Particularly, mobile developers specialize in creating applications and software solutions for Google's Android and Apple's IOS systems.

If you take a look at the proportions of Internet usage, you'll find that mobile use is the most prevalent. Hence, the increasing demand for experts in developing applications and keeping up with the demands of the modern digital era.

Responsibilities

- Discussing application ideas and insights that the corporation aims to venture into
- Developing application programming interfaces to support mobile functionality
- Staying updated and informed on current coding solutions and mobile application trends
- Scouting for web applications that can be converted to mobile interfaces
- Monitor and constantly improve mobile application designs, bug fixes, and maintenance
- Developing application programming interfaces (APIs) to support mobile functionality
- Working closely with colleagues to constantly innovate app functionality and design
- Support the entire application lifecycle (concept, design, test, release and support)
- Write unit and UI tests to identify malfunctions
- Troubleshoot and debug to optimize performance
- Keep abreast of the latest technology for mobile applications.
- Work with computer engineers to brainstorm new applications.



Qualifications & Skills

- BSc/BA in computer science or relevant field; MSc/MA will be appreciated
- Programming languages such as C#, Java, Objective-C
- Proficient knowledge of relevant computer languages for Android, iOS and Windows devices.
- Proven work experience as a Mobile developer
- Demonstrable portfolio of released applications on the App store or the Android market
- Extensive knowledge of at least one programming language like Swift and Java
- Familiarity with OOP design principles
- Experience with third-party libraries and APIs
- Superior analytical skills with a good problem-solving attitude
- In-depth knowledge of at least one programming language like Swift and Java
- Experience with third-party libraries and APIs



E-Commerce Manager

Throughout the years, we've noticed a surge in online shopping. People now opt for a more convenient way to purchase goods and products where they can simply browse for listings, input their orders, and pay all in one device — and in the comfort of their homes. Hence, making the e-commerce industry a booming sector in today's corporate landscape.

Businesses, in part, must learn to strive to meet the demands of the times. Now, they have to make ways in order to put their products in the online sphere, set up online payment options, and conduct digital marketing efforts to drive their brands forward. Hence, the need for an e-commerce manager.

Responsibilities

- Putting up a company's products in an online or digital platform
- Supervising and managing a web merchandising team
- Meeting customer expectations with regards to products and goods offered online
- Supporting strategies and sales performance mechanisms
- Crafting tactics to improve sales and profitability in e-commerce platforms.
- Devising strategies that harness sales-related insights, prevailing standards, and novel developments to encourage sales in our online store.
- Collaborates with Marketing and Shopper Marketing to ensure placement, imagery, pricing, product descriptions, and POS are up to date within e-Commerce channels of purchase.
- Creating frameworks that transform our social media sites into highly profitable platforms.
- Directing the activities of Software Developers, Copywriters, and Graphic Designers to ensure careful adherence to predetermined strategies.
- Analyzing traffic to inform website maintenance and the effectiveness of marketing strategies.



Qualifications & Skills

- Degree in Marketing Management, Business, Information Systems, or similar.
- Completion of a pertinent Sales qualification is preferred.
- 3+ years in API integration development and implementation.
- Deep understanding of HTML5 / CSS / JavaScript, and common web technologies
- Sound knowledge of prevailing procedures and techniques in e-commerce.
- Expert level experience with various Shopify extensions.
- Exceptional consulting and quality assurance abilities.
- Experience with common communication and file transfer protocols, including SSH and FTP.
- Clear understanding of the shopper journey and extensive experience in retailer owned traffic and conversion tactics such as paid search and display advertising



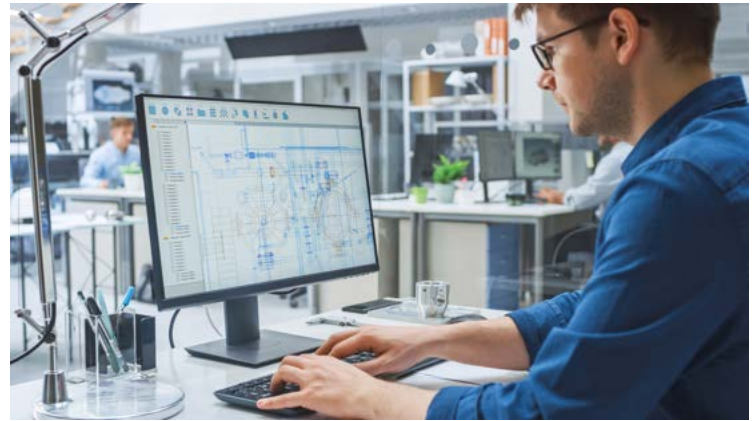
Infrastructure Lead

When it comes to utilizing technology for your business processes and procedures, it requires the formulation of a system or structure composed of databases, software, and different technological tools. Your whole IT department relies on this technological infrastructure in order to operate and utilize the right technologies for your business.

Hence, the need for a professional who can craft, manage, and monitor your company's IT infrastructure. An Infrastructure Lead does just that. They play an active role in the development of a company's strategies, processes, and procedures, ensuring that everything works effectively and efficiently — from an IT and tech point of view.

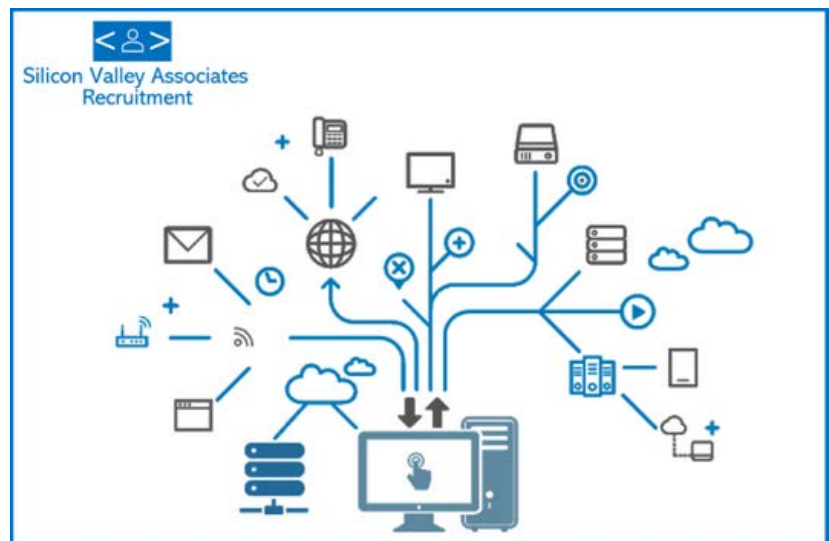
Responsibilities

- Design and develop a company's entire IT infrastructure
- Plan and implement IT and tech activities that benefit the organization and its growth
- Device and introduce cost-effective technological solutions for the company's utilization
- Study and troubleshoot IT issues and recommend solutions
- Analyze IT systems
- Take charge and manage IT systems and technology services
- Craft and implement new IT solutions to meet the demands of the changing times and stay ahead of competitors
- Managing and building an infrastructure team, ensuring the team uses the best practices and are following common standards
- Providing leadership to the team and throughout the company by directing, advising, and mentoring junior level engineers.
-



Qualifications & Skills

- Bachelor/Master's Degree in Computer Science
- Experience leading teams and projects for developing, maintaining, and administering complex IT systems
- Strong leadership skills and experience providing counsel to an internal software engineering team.
- Excellent skills in process management (understanding and optimization of processes)
- Distinct analytical mindset to ensure a sustainable handling of incidents and problems
- Solid understanding of ITIL in general and how the various processes are connected to each other
- Skills in a scripting Language like Python would be a plus
- Familiarity with cloud computing and infrastructure-as-code frameworks
- Hands on experience with AWS is a must



IT Project Manager

An IT project manager is a professional who can help companies access these opportunities brought about by technology. By developing, maintaining, and monitoring software, applications, networks, and the like, they are a great asset to have in a company — especially for those struggling to keep up with the age of technology.

IT Project Managers are responsible for overseeing all aspects of any project in a company's IT department, which includes managing a team of employees to ensure projects are completed on time and within their specified budgets. Some of an IT Project Manager's day-to-day duties include:

Responsibilities

- Craft and implement IT solutions and innovation
- Create plans and strategies for IT projects geared towards the growth of an organization
- Supervising team members and workers from the beginning to the end of an IT project
- Solve problems relating to information technology
- Plan, organize, lead, and deliver IT component of business projects within time, budget, and resource constraints.
- Define scope, goals, and deliverables to support the Stakeholders and Sponsors requirements.
- Coordinating project team members and developing schedules and individual responsibilities
- Provides input for SPEDI management of the roadmap, including prioritization, estimation, resource capacity demand planning, risks, and dependencies.
- Using project management tools to track project performance and schedule adherence
- Conducting risk assessments for projects.
- Organizing meetings to discuss project goals and progress.
- Lead cross-functional project teams made up of internal and vendor IT resources



Qualifications & Skills

- Bachelor's degree in computer-related field, or equivalent work experience.
- 3 – 5+ years of experience in IT Project Management in both Waterfall and Agile environments.
- Experience managing infrastructure, application development and mobile technology projects.
- PMP Certification required.
- Experience with SasS and PasS.
- Advanced level knowledge of Microsoft Office Suite, Visio, MS Project.
- Experience with ITIL preferred.
- Ability to interact with individuals at all levels and roles, including IT team members, business partners, and external vendors.
- Must be able to create and manage a WBS.
- Ability to clearly and concisely provide project status updates to senior management.
- Ability to perform well under pressure in a fast-paced environment with a high sense of urgency. PMP certification preferred



Network Engineer

In a company, probably the most important to have is effective communication. Without it, operations will run riot, and tasks will not be accomplished. Ideally, each and every personnel and department must work and coordinate with the others in order to streamline operations. But especially for big companies, processes and procedures might be difficult to manage and maintain.

One important factor to consider when streamlining operations and improving communications is the platform. It's no longer ideal for employees to walk through the entire office to speak to anyone they need to. Especially for urgent matters, everyone in the company must have a medium to communicate in real-time in order to get messages across. Hence, the need for a network engineer.

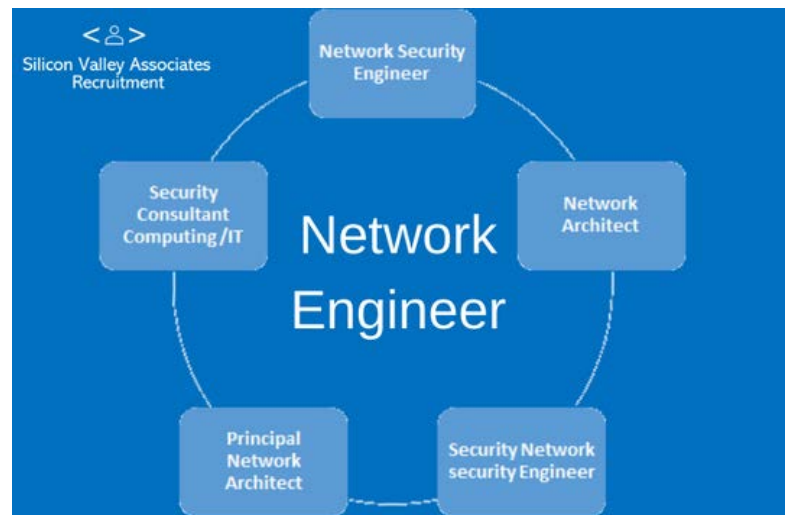
Responsibilities

- Manage and maintain computer networks and related systems and software
- Boost security of a company's data and records through anti-virus software, firewalls, data security systems, etc.
- Configuring and installing various network devices and services (e.g., routers, switches, firewalls, load balancers, VPN, QoS)
- Monitor network systems and troubleshoot problems when necessary
- Find and implement ways to improve the performance of networks
- Conduct regular and timely maintenance for all a company's tech tools and equipment
- Ensuring optimal performance of all systems
- Architecting, creating, managing and maintaining Network, Server and PC health for clients (as defined by SLA)
- Design and deploy company LANs, WANs, and wireless networks, including servers, routers, firewalls, load balancers hubs, switches, UPSs, and other hardware



Qualifications & Skills

- Previous working experience as a Network Engineer for (x) year(s)
- BS/MS in Computer Science, Engineering or similar relevant field
- Cisco certifications, CCNA, CCNP or CCIE
- In depth knowledge of TCP/IP
- Hands on experience with equipment from HP, Fortinet or Cisco
- Ability to implement, administer, and troubleshoot network infrastructure devices, including wireless access points, firewall, routers, switches, controllers.
- Analytical, data driven problem solver
- CCNP or higher (CCIE and/or CISSP highly valued)
- Deep understanding of networking protocols (e.g., IPSEC, HSRP, BGP, OSPF, 802.11, QoS)
- Solid understanding of the OSI or TCP/IP model
- Hands-on experience with monitoring, network diagnostic and network analytics tools



Systems Administrator

Time and time again, it's been stressed that IT and tech are complicated niches. With that, it cannot be done by just anyone, even though they are tech-savvy or have a level of experience using systems and software. Beyond what we see on our computer screen, and underneath all the easy-to-understand settings lies a complicated and complex system of data and information.

Like any other technological device, laptops, computers, and gadgets are prone to system errors and issues. If this occurs, it hinders the productivity of the user and puts every task on hold. This becomes a problem for a company that does not have a Systems Administrator who can pinpoint and address exactly what went wrong.

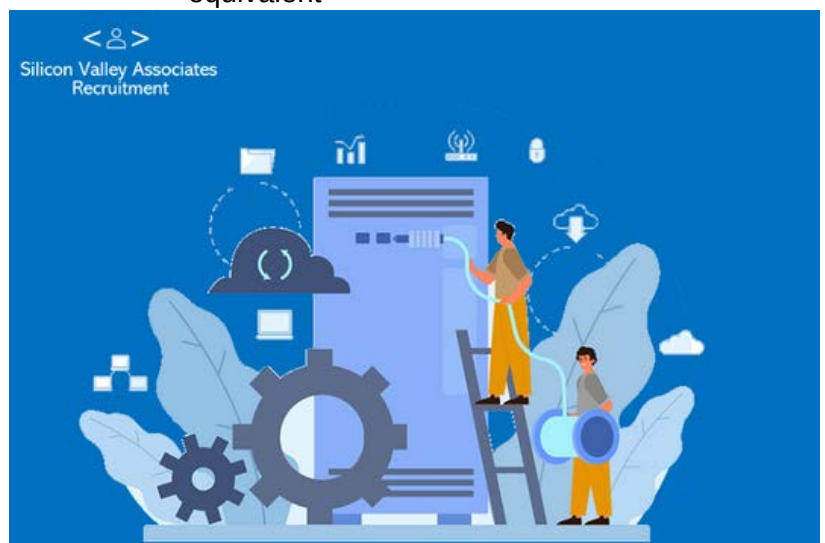
Responsibilities

- Provide technical support for employees regarding issues and errors encountered
- Managing and maintaining software and computer systems to ensure optimal performance
- Daily monitoring computer systems and address occurring concerns
- Upgrading all systems to improve functionality and performance
- Install technological equipment
- Maintain essential IT operations, including operating systems, security tools, applications, servers, email systems, laptops, desktops, software, and hardware
- Monitor datacenter health using preexisting management tools and respond to hardware issues as they arise; help build, test, and maintain new servers as needed
- Interact with the help desk and other teams to assist in troubleshooting, identify root cause, and provide technical support
- Perform routine/scheduled audits of the systems, including all backups



Qualifications & Skills

- Associate or Bachelor's degree in Computer Science, Information Technology, System Administration, or a closely related field, or equivalent experience required
- 3-5 years of database, network administration, or system administration experience
- System administration and IT certifications in Linux, Microsoft, or other network related fields are a plus
- Experience with or knowledge of programming languages and operating systems; current equipment and technologies, enterprise backup and recovery procedures, system performance-monitoring tools, active directories, virtualization, HTTP traffic, content delivery, and caching
- Expertise in creating, analyzing, and repairing large-scale distributed systems
- Working knowledge of virtualization, VMWare, or equivalent



Database Administrator

A company's operations revolve around data. There are a lot of documents and records needed to be stored and protected. Some examples are financial books and accounts, employee profiles, contracts, among others. These records are important for a company, hence the need to protect and store them safely.

But tangible files are always prone to lose or destruction. Store them in file cabinets and they won't be safe in case of natural calamities. Store them digitally and you'll run the risk of duplication, deletion, or theft. So how do you keep important documents secure? That can be done with the help of a database administrator

Responsibilities

- Ensure the protection and security of a company's organizational data
- Backup and restore all data to prevent loss or destruction
- Identify authorized users to give access to and prevent access to those who aren't
- Ensure the proper functioning and performance of data systems
- Maintain databases to ensure smooth functionality
- Create new databases and merge them with old ones, when needed.
- Create and manage database reports, visualizations, and dashboards.
- Set and maintain database standards and manage database access
- Supervision of modifications to any existing database software to meet the needs of the company
- Regularly liaising with IT project managers and database programmers.
- Designing databases with both front-end and back-end users in mind.



Qualifications & Skills

- Strong command of SQL and SQL server tools
- Advanced knowledge of database security, backup and recovery, and performance monitoring standards
- Understanding of relational and dimensional data modeling
- PowerShell and Unix shell scripting skills
- Familiarity with SSAS, SSIS, SSRS
- Bachelor's degree in computer science or a related field
- One to three years of experience in database administration, information technology, database architecture, or a related field
- Advanced certification as an MCDBA or MCSD for .NET is advantageous.
- Proficiency in data manipulation languages, including MS SQL, Oracle Database, Hadoop or PostgreSQL.
- Hands-on experience with database standards and end user applications



Cyber Security Consultant

These days, we hear a lot about data theft, computer hacking, etc. And these are serious occurrences that violate our basic right to privacy. Further, they put us at risk of exposing critical information and data about our personal and professional lives. Businesses are put at a tough spot now, considering that they have to take extra efforts to protect their files and data.

Even advanced software and systems can be compromised by hackers and tech-savvy individuals. That's why a company should invest in the security and protection of all their online data. A professional knowledgeable on cybersecurity can do just that. The crux of their job is to protect a company's data and information and prevent them from being leaked or compromised.

Responsibilities

- Keep up to date with the cybersecurity industry in order to apply knowledge and insights to a company's databases
- Understand and be able to identify security threats
- Perform efforts necessary to protect online data
- Investigate any security breaches and potential risks
- Devise best practice methods to securely store and protect online data
- Document incident reports and comes up with ways to prevent them in the future
- Research and evaluate security tools a company can utilize
- Train employees on cybersecurity so everyone can do their part in keeping online data secure.
- Develop unique, effective security strategies for software systems, networks, data centers, and hardware
- Identify cyber attackers, report to upper management, and cooperate with police or other legal forces to detain perpetrator



Qualifications & Skills

- Bachelor's degree in Computer Science, Information Systems, or equivalent education or work experience
- 3+ years of prior relevant experience
- Advanced certifications such as SANS GIAC/GCIA/GCIH, CISSP or CASP and/or SIEM-specific training and certification
- Advanced understanding of TCP/IP, common networking ports and protocols, traffic flow, system administration, OSI model, defense-in-depth and common security elements.
- Hands-on experience analyzing high volumes of logs, network data (e.g. Netflow, FPC), and other attack artifacts in support of incident investigations
- Strong IT skills including knowledge on hardware, software, networks, and data centers
- Desire to self-educate on the ever-changing landscape of cyber hacking tactics



Information Security Manager

All businesses know how important it is to keep documents and data secure. Otherwise, they'll run the risk of losing important information and files to the detriment of their business. All past records play a part in the current existence and future growth of a business. Hence, the need to adequately set up safety measures to keep their data and information security.

But crime rates relating to hacking and breaching security are ramping up. This puts pressure on companies to level up their security measures in order to prevent compromising their important data. Viruses and destructive computer errors are also in the mix, further risking the security of a company's records. But all these can be prevented with the help of an Information Security Manager.

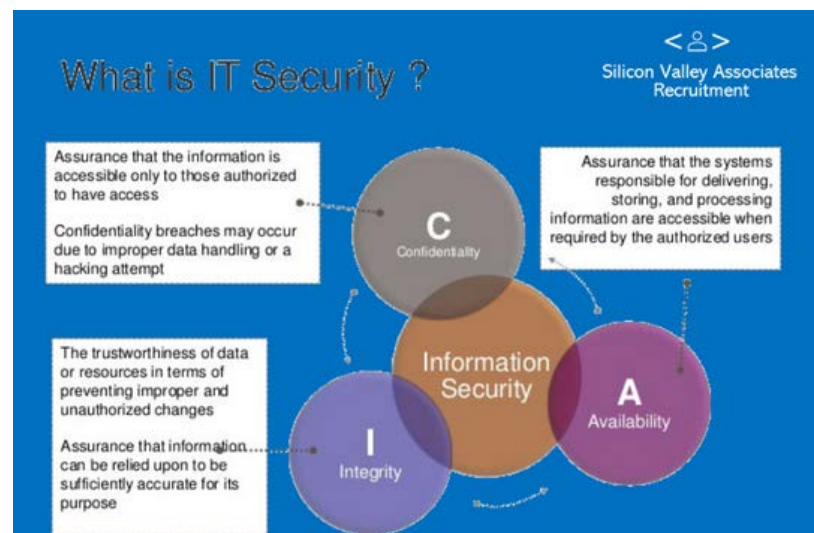
Responsibilities

- Creating and implementing strategies to boost the security of online data
- Oversee information security systems and audits
- Manage the cybersecurity department and call the shots
- Provide onboarding and training for new hires
- Assess and monitor current technologies used by the companies to identify threats, vulnerabilities, and weaknesses
- Draft and propose strategies to improve security systems
- Address potential security breaches and problems
- Communicate information security goals and new programs effectively with other department managers within the organization
- Implement and oversee technological upgrades, improvements and major changes to the information security environment
- Responsible for the threat hunting platform; developing an intelligence-based approach to identifying potential issues, analyzing for actual risk, and isolating advanced threats



Qualifications & Skills

- A Bachelor's degree in Information Technology/Security or a related field from an accredited institution .
- Minimum 4 years' experience in Information Security. Leadership experience with security program management
- Demonstrated understanding of security fundamentals, general IT infrastructure knowledge, network systems, perimeter protection, Windows\Mac systems and administration, AD, desktop engineering, and Cloud technologies (Azure/AWS).
- Expertise in understanding with working familiarity in a broad range of security tools/applications, including but not limited to SIEM, PAM, SOC, 2FA, NGFW, DLP, Syslog, email gateway (Mimecast), EDR/endpoint protection, MDM, access control/network segmentation, SSO, IAM, vulnerability scanning, and data classification tools



IT Consultant

We are looking for technology specialists who are creative problem solvers for the position of IT Consultant. IT Consultants are responsible for implementing technological solutions to solve business problems, creating a schedule for analysis, implementation and testing of technology and working with in-house technical teams to ensure consistency of use, among other duties.

Moreover, IT Consultants will communicate technical instructions in understandable business terms and produce technical user manuals, requiring exceptional interpersonal and communicative ability.

Responsibilities

- Consults with staff and employees in an organization in order to collect information detrimental to a project
- Analyzing the data collected in order to pinpoint problems and find the right solutions
- Determining the IT requirements that a company should adopt
- Making recommendations to a company about their IT solutions
- Crafting systems and software that will be utilized
- Troubleshooting and addressing tech issues
- Maintaining the IT systems and software adapted by the company
- Analyzing and determining security threats.
- Providing advice on technology best practices.
- Collaborating with technical in-house team to ensure familiarity with technology.
- Producing detailed reports on the efficacy of the technology.
- Analyzing a company's IT system and infrastructure.
- Diagnosing IT system problems, inefficiencies and weaknesses.
- Planning a timeline for completion of projects.



Qualifications & Skills

- Several years' experience consulting and managing employees within an IT environment
- Degree in Computer Science, Information Systems or related field.
- MBA advantageous.
- Proficiency with database languages.
- Excellent written and verbal communication.
- Good interpersonal skills.
- Creative problem-solving skills.
- Analytical mindset.
- Good time management and organizational skills.
- Ability to troubleshoot hardware, software and network problems
- Experience with various operating systems and databases
- Experience in project management
- An analytical mind with problem-solving abilities
- A team player with excellent communication and presentation skills
- Professional certification (e.g. CompTIA A+) is an asset

Why an IT Consultant?

An IT Consultant researches for and evaluates certain IT and tech solutions. You do this by retrieving and compiling information about a company, analyzing the data they were able to collect, pinpointing what kind of technological solutions a company needs, and implementing them to achieve corporate goals.

IT Administrator

When it comes to the realm of IT and tech, there are several different positions and careers that can be explored. Each IT professional has their own niche and specialization, and they all play a huge role in the IT infrastructure of a company. But with this many professionals in the IT and tech department, there needs to be someone who will guide and manage them.

That is the role of an IT administrator. Usually tasked to oversee IT and tech departments with 20-50 employees, the IT administrator can properly lead and maintain all aspects of a company's IT and tech efforts. They take a hands-on approach to solving problems, implementing strategies, devising new solutions, etc.

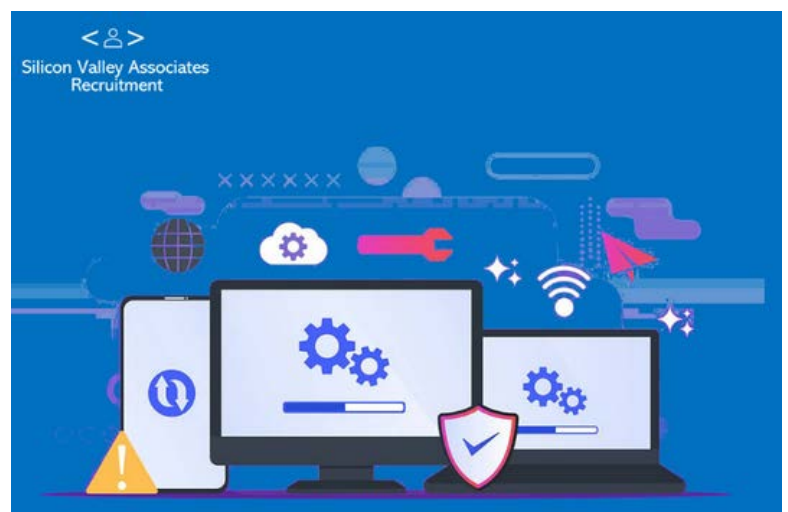
Responsibilities

- Provide support to internal staff and lead people under their management
- Supervise a big group of IT and tech professionals
- Aid in maintaining the health and optimal performance of various company servers, systems, and software.
- Manage data security, data storage, data retrieval, among others.
- Upgrading, installing, and configuring new hardware and software to meet company objectives.
- Implementing security protocols and procedures to prevent potential threats.
- Performing diagnostic tests and debugging procedures to optimize computer systems.
- Designing and implementing efficient end-user feedback and error reporting systems.
- Supervising and mentoring IT department employees, as well as providing IT support.
- Manage entire purchase of inventory related to hardware, software and other IT supplies.



Qualifications & Skills

- 2+ years of experience supporting and maintaining Windows environments, including both desktop support and servers
- Applicable professional qualification, such as Microsoft, Oracle, or Cisco certification.
- Bachelor's degree in Information Technology or related field, or a combination of certifications and experience that equate to a degree
- MCSE, CCNA, VCP or 5 additional years of field experience.
- Possess a strong background in the Windows OS and Windows Server OS. Advanced knowledge of a wide range of computer systems software, applications, hardware, networking, and communications.
- Networking experience, including TCP/IP and VLAN management and routing
- Experience configuring automation tools for monitoring and alerting



Technician

Maintaining IT network systems, software, databases, and the like require more than basic knowledge. A person undertaking the maintenance and improvement efforts needs to have strong and competent technical expertise. That's because the IT and tech field is very complex and complicated. From the tools used to the platform itself, all operate through some sort of technical network.

This job cannot be done by someone who has no proven expertise and knowledge on tech-related matters. Otherwise, there arises the risk of damage to computer systems and networks, loss or compromise of all important data, etc. Luckily, there are several IT professionals with proven skills in undertaking technical duties.

Responsibilities

- Installing and configuring IT software, systems, networks, and the like
- Troubleshooting IT and tech equipment to identify issues
- Securing technical equipment and ensuring that they are safe to use
- Repairing electrical hardware
- Work towards increasing the security of the company's online data
- Becoming the first point of contact in case of errors in computer systems and software
- Assisting internal staff in IT and tech-related matters
- Back-up and storing company documents, records, accounts, etc.
- Upgrading the entire system to enable compatible software on all computers.
- Installing and upgrading anti-virus software to ensure security at the user level.
- Providing support to users and being the first point of contact for error reporting.



Qualifications & Skills

- Bachelor's degree in Computer Science or related field.
- 2+ years experience in computer networks and systems maintenance.
- A+, Linux+ or Cisco Certified Network Associate accreditation advantageous.
- Proven experience as IT Technician or relevant position
- Good interpersonal skills.
- Proficient in database programming and software installation.
- Proficient with MAC and OS
- Good problem-solving skills.
- Certification as IT Technician will be an advantage (e.g. CompTIA A+, Microsoft Certified IT Professional) is a plus
- Proven experience as IT Technician or relevant position



IT Support Specialist

Each person in an organization has their own skill sets and expertise. These often correlate with their respective job descriptions, positions, and roles in the company. But despite the diversity of skills and expertise, each one has basic technical skills that allow them to navigate through office equipment like computers, printers, scanners, etc. This is considering that most companies nowadays make use of technology and modern devices for their operational needs.

But there come some instances when troubleshooting, maintaining, or operating a technological device becomes difficult for employees who do not have an IT or tech background. Being a complex field, there may be situations that require deeper expertise on the subject matter. When this happens, internal staff need to seek support from an IT Support Specialist.

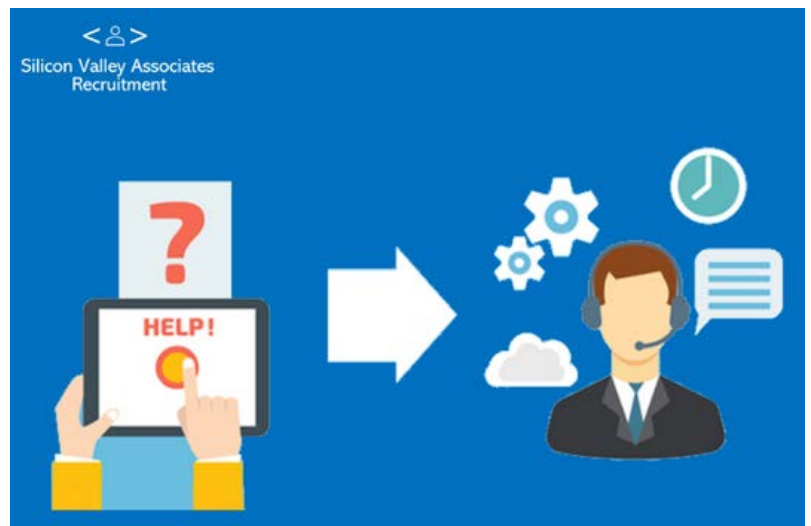
Responsibilities

- Installation and configuration of hardware, software, systems, and other technological equipment and devices
- Monitoring the performance and functionality of technological office equipment and ensuring they are working optimally
- Responding to IT and technical issues experienced by internal staff
- Providing technical support to any employee who might need it
- Repairing and replacing technological equipment
- Training employees and junior staff members.
- Organize and file documentation pertaining to warranties and instructional guides for computer hardware
- Assist management in creating training materials pertaining to computer troubleshooting and usage



Qualifications & Skills

- A bachelor's degree in computer science or related technology field is preferred
- Industry-specific certification in relevant computer languages or software may be required
- 1-3 years of relevant experience in a customer focused position involving technical knowledge of a companies' products and services
- Understanding of how CRM systems work
- Comfortable working in and assisting others through company help desk software, such as Zendesk in addition to other remote access desktop programs
- Accept constructive criticism and customer feedback regarding their experience with software or IT services
- Extensive experience working with different operating systems including Windows and Mac OS



IT Service Engineer

Technological equipment and tools are always more complicated than what meets the eye. Although most devices nowadays have simple settings and user-friendly features, they still have complicated underlying equipment in their interiors. Now, not everyone has the basic knowledge about the parts of a computer or other tech equipment, their uses, and their risks.

That's exactly why an IT Service Engineer is needed in a company. With their educational background and expertise, they master the art of technology and the know-how involved in maintaining, fixing, or improving technical equipment.

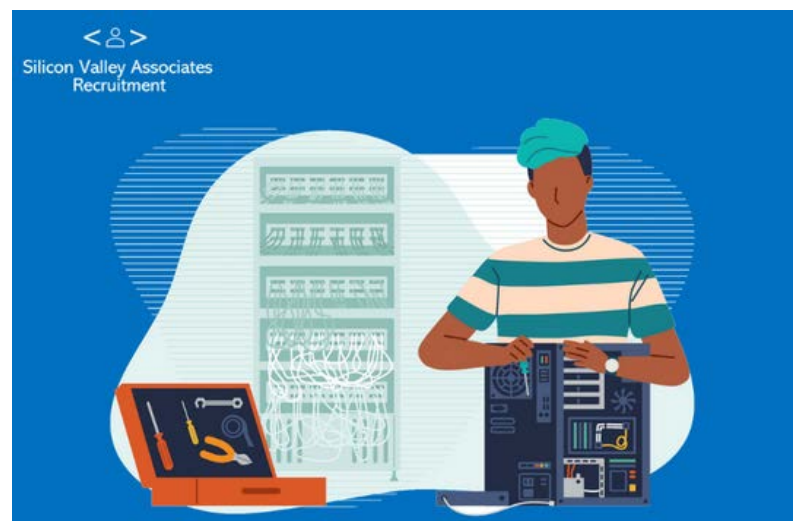
Responsibilities

- Installing and maintaining IT systems, networks, and equipment in an office
- Upgrading hardware, software, and computer networks
- Provide ongoing support to staff with regards to IT and tech matters
- Carrying out timely on-site maintenance and repairs
- Fixing faulty equipment and ensuring the proper functioning of technological devices.
- Complete detailed reports listing requests to technical assistance, steps taken to resolve them, and the specific dates/individuals involved
- Attend in-person meetings with clients to analyze, troubleshoot and diagnose hardware problems
- Install and configure computer systems and applications within the company
- Organize and file documentation pertaining to warranties and instructional guides for computer hardware



Qualifications & Skills

- Industry-specific certification in relevant computer languages or software may be required
- 3-5 years of proven experience in a heavy customer focus position involving and technical knowledge of a companies' products and services
- Comfortable working in and assisting others through company help desk software, such as Zendesk in addition to other remote access desktop programs
- Extensive experience working with different operating systems including Windows and Mac OS
- Time-management skills and the ability to establish reasonable and attainable deadlines for resolution
- Experience installing and configuring computer systems and applications for a large company



Data Analyst

Business operations heavily revolve around data. They gather trends, patterns, numbers, and records regarding every aspect of their business. For example, there is the presence of big data, which are retrieved from past consumer purchases, algorithms, and the like. This type of data helps companies predict consumer behavior in order to come up with ways to serve them better in the future.

But this is not to say that data is easy to understand. In fact, they can be very complicated and confusing to make sense of. That's why there is a crucial need for a data analyst, whose job involves translating data into clearer and plain language.

Responsibilities

- Designing databases, systems, and networks and implementing them
- Maintaining databases and systems and fixing code errors and other problems
- Gathering and collecting data and reformatting them to be easily read by relevant personnel or machines
- Interpret data sets and patterns that prove valuable to the company
- Preparing reports to higher ops regarding the data collected and their interpretation
- Establish KPIs to measure the effectiveness of business decisions
- Provide quality assurance of imported data, working with quality assurance analyst if necessary.
- Managing and designing the reporting environment, including data sources, security, and metadata.
- Developing and implementing data analyses, data collection systems and other strategies that optimize statistical efficiency and quality



Qualifications & Skills

- Coding skills in languages such as SQL, Python and/or R
- Analytical and problem-solving skills
- Experience with statistical software (e.g., Stata, SPSS)
- Knowledge of data gathering, cleaning and transforming techniques
- Reporting and data visualization skills using software like Tableau
- Understanding of data warehousing and ETL techniques
- Strong knowledge of and experience with reporting packages (Business Objects etc), databases (SQL etc), programming (XML, Javascript, or ETL frameworks)
- Knowledge of statistics and experience using statistical packages for analyzing datasets (Excel, SPSS, SAS etc)
- BS in Mathematics, Economics, Computer Science, Information Management or Statistics



Data Scientist

The advent of technology has opened many doors of opportunities for businesses. They can market their products online, reach a wider consumer base, and streamline all their operations through the use of technology. But probably the most neglected but very beneficial possibility is the availability of data.

Disparate data that's already available to a company through consumer transactions, past strategies, trends, etc. has proven to become beneficial for a business. In particular, analyzing them can form actionable insights that will help a company understand their consumers and devise new strategies to address their concerns.

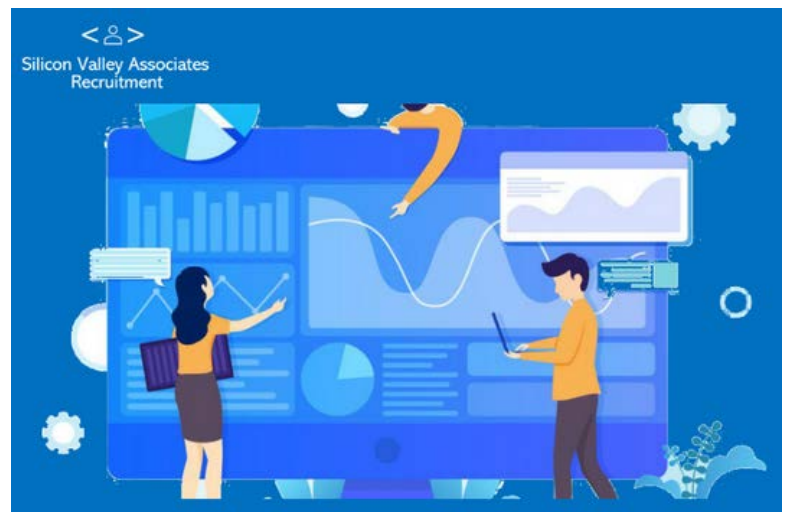
Responsibilities

- Acquire and gather available data
- Process the information retrieved and filter out invaluable data
- Investigate and analyze the available data and translate them into more readable terms and actionable insights
- Present the information derived from extensive data research to executives and higher ops
- Engage with business teams to find opportunities, understand requirements, and translate those requirements into technical solutions
- Use analytical and statistical rigor to solve complex problems and drive business decisions.
- Manipulate/mine data from databases to create unique insights for senior leadership.
- Work with engineering teams to enable the appropriate capture, storage and manipulation of data.
- Develop analytical tools to promote fast and consistent decision making at scale.



Qualifications & Skills

- Practical experience with and theoretical understanding of algorithms for classification, regression, clustering, and anomaly detection
- Working knowledge of relational databases, including SQL, and large-scale distributed systems such as Hadoop and Spark
- Bachelors or Master's in Statistics, Applied Mathematics, Operations Research, Engineering or closely related field.
- Domain knowledge and experience in the following areas: data-driven statistical modeling, discriminative methods, feature extraction and analysis, supervised learning.
- Fluency in a high-level modeling language such as MATLAB, R or Python.
- Proficiency in Python, SQL and experience with ML libraries and frameworks like Scikit-learn, h2o or Spark ML.
- Experience working within a Big Data environment.



Data Manager

The operations of a company rely heavily on data. All your plans, strategies, past records, etc. are stored somewhere in the digital space for easy use and access in the future. But that doesn't mean that these files and documents will always be secure. Data systems and networks are prone to compromise, hacking, leaks, and several other data information security breaches.

Hence, the need for an experienced professional who can manage a company's data networks. That's precisely the role of a Data Manager. Often, they have important duties which include storing and organizing company data, devising and setting up security measures, analyzing data, etc.

Responsibilities

- Research and develop procedures to effectively manage data
- Create and ensure adherence to rules on data storing and sharing
- Oversee the daily access to and use of company data
- Monitor data systems and networks and create solutions to improve them
- Make recommendations to higher ops regarding upgrades or improvements on data systems
- Develop data management strategies
- Craft ways to ensure the security of company data.
- Formulating management techniques for quality data collection to ensure adequacy, accuracy and legitimacy of data
- Devise and implement efficient and secure procedures for data handling and analysis with attention to all technical aspects
- Monitor and analyze information and data systems and evaluate their performance to discover ways of enhancing them (new technologies, upgrades etc.)



Qualifications & Skills

- Bachelor's degree in mathematics, statistics, computer science or related field
- Strong math and analytical skills are essential to complete job requirements successfully
- Ability to complete milestones and work toward multiple deadlines simultaneously
- Able to compile and organize statistical information retrieved and present findings to management
- Proficient in MS Office (Excel, Access, Word etc.)
- A minimum of 3+ years' experience in data management or analysis.
- Experience working with data cloud technologies, preferred Azure and Snowflake
- Exposure to frontend scripting and web coding languages such as HTML, JavaScript, Python, Visual Basic and AMP Script

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Silicon Valley Associates
Recruitment

Skills Required of a Database Manager

A good DBM can help leverage software to advance their association's mission

Job Description Templates

With over ten years of professional experience and a solid track record in IT recruitment, SVA Recruitment is dedicated to helping IT professionals gain access to the industry's best opportunities.

Our specialist recruitment agency has helped many IT professionals looking for a job in Hong Kong and Asia get hired in a wide array of companies with different niches and specialties. The sky's the limit when it comes to the positions we have experience filling, so we can definitely help you find a job that suits your skills and expertise.

Back Office Positions

There are two faces of a company. Those are the front office and back office. The former is what consumers and all external parties see and interact with, such as the sales and marketing departments. In a way, they are the public face, with all their strategies aimed towards portraying a brand image to consumers.

For every front office, there are people working in the background. Even if external parties and consumers don't actually see and witness their work, every company needs a back office. This is where administrative and operational tasks are done. They work behind the spotlight in order to keep the organization moving and growing.

Just because the tasks involved in back-office work are administrative in nature, it doesn't mean they are of less importance. In fact, the back office is the backbone of the company that is enabling it to undertake all of its externally-directed strategies and tactics. Hence, the need for companies to recruit talents who are fit for the role and can help in sustaining corporate growth.



What We Can Do

Our IT recruitment agency can provide you with the talents you need to fill your back-office positions. There are a different set of skills, expertise, and characteristics needed to work in the back office. And we understand exactly what those are and how they can benefit you.

There are a lot of professionals with experience and expertise taking on back-office tasks who are looking for a job in Hong Kong and Asia. The key is to find the right one for your company. We can find a talent that's suitable for your goals and your needs, helping you fill positions such as:

Financial Controller

Proper management and keeping of finances are essential to the success of a company. Money needs to be allocated to every department, project, and effort. And while it's good to invest in a company's growth and the strategies that will drive the organization forward, profitability should also be taken into account.

A company that is able to properly manage their finances is looking at smooth cash flow. They can balance out the money that's coming in, while also being smart about spending this income. This is the key to a sustainable and successful business. Hence, every company needs the help of a Financial Controller.



Responsibilities

- Overseeing all accounting and finance management aspects in a company
- Creating internal policies on the storage, management, and use of finances
- Taking charge of corporate financial accounts
- Opening, maintaining, and monitoring the company's bank accounts
- Ensuring that the company is meeting its tax requirements
- Pursuing invoices and accounts receivable from consumers and third parties.
- Preparation of accurate and timely monthly financial statements
- Preparation of an annual budget and monthly financial management reports
- Assure accurate job cost reporting of the status and completion of projects
- Coordinating and directing the preparation of the budget and financial forecasts and report variances
- Develop and document business processes and accounting policies to maintain and strengthen internal controls

Qualifications & Skills

- High level of proficiency with Quickbooks
- Experience with construction project management accounting processes
- Bachelor's degree in finance, accounting, economics, and/or business administration. CPA/CMA preferred
- 5 to 10 years of experience in a similar role and level of responsibility
- Attributes: self-starter, relational, high integrity, positive, ability to multi-task, accurate, timely
- Previous experience in a fast-paced start-up, scale-up, or multinational environment is highly preferred
- Awareness and understanding of Enterprise Resource Planning programs and utilization
- Understanding of businesses with complex supply chains and multi-channel distribution networks operating in multiple geographic regions



Accountant

Financial management and recording are complex jobs and requirements that need to be undertaken by companies. Why? Well, first off, the proper monitoring of finances will help a company achieve a smooth cash flow where there is a fair and ideal equilibrium between profit and revenue. Second, it helps a company remain sustainable and able to continue its existence as a corporate entity. Lastly, it is a requirement imposed by law, considering that businesses are entities of the State and they have to pay their annual taxes.

Those three reasons are precisely why businesses need accountants who will crunch numbers day in and day out, making sure all financial accounts are recorded and accurate.

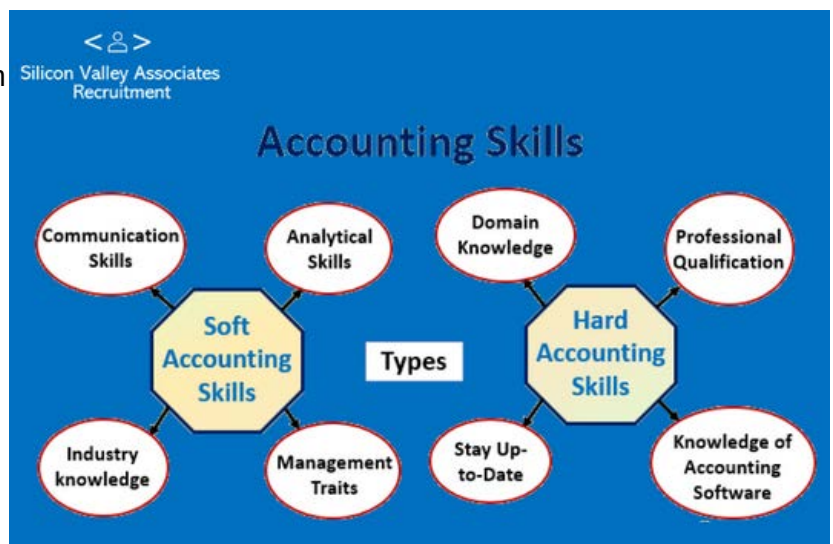
Responsibilities

- Examine all statements, invoices, and financial documents of the company to ensure accuracy
- Ensure that all records are complying with legal requirements
- Compute the company's tax amount and ensure its timely and immediate payment
- Inspect books and records pertaining to the company's finances
- Pinpoint financial problems or opportunities for growth
- Conceive strategies to help reduce costs and improve profitability.
- Prepare journal entries in our accounting system and monthly balance sheet account reconciliations.
- Process payroll through third-party provider, including verifying finished product.
- Records intercompany transactions and reconciles intercompany balances with related parties
- Acts as a backup to other members of the Accounting team as required



Qualifications & Skills

- Proven ability to work both independently and collaboratively with different levels of employees.
- Payroll experience preferred.
- Experience with accounting software
- Bachelor's or Master's degree in accounting, finance or a related field, and three to five years of related experience in accounting.
- Proficiency with the Microsoft Office suite of products, including strong Excel skills.
- Strong interpersonal skills and the ability to collaborate internally across functional lines and with external partners.
- 2+ years of financial auditing, accounting, finance operations, or related experience (public accounting experience or CPA a plus)
- Advanced Excel skills and a desire to learn SQL



Operations Employees

Think of this scenario: the public becomes aware of a company and generates interest in their products or services. So they do their research in order to learn more about the organization. If they so desire, they can end up making a purchase.

But there is only so much the public can see. They only know what you want them to know and purchase the products or services that you're offering them. But behind that scenario, there is a lot of work, processes, and procedures that are being done. There's your marketing team, for example, who crafts studies of strategies and tactics they want to pursue before introducing them to the public. There's your IT team working behind the scenes to manage your website and eCommerce accounts. That just goes to show that there is grave importance in a business's operations, which should be effectively led and managed by professionals and skilled talents.

Responsibilities

- Managing stocks and inventory
- Creating and monitoring budget concerns
- Implementing new processes and communicating these to all the employees
- Taking care of the people making up the organization in terms of health, safety, finances, etc.
- Overseeing all operations going on in the company
- Ensuring that all objectives and goals are met and achieved
- Supporting every department and gluing their functions together to achieve common goals.
- Reviewing how various departments within an employer interact, share information, deal with customers, and do things like make joint purchases of supplies or outside services
- Support employees on a day-to-day basis and answer questions about benefits and company policies.



Qualifications & Skills

- Bachelor's Degree or equivalent industry experience in a fast-paced environment
- You are analytical, data driven and very comfortable in Excel
- You thrive in a fast paced environment, and have no issue adhering to deadlines
- You can communicate clearly and seamlessly with a wide array of internal and external stakeholders
- Ability to solve problems quickly and flexibility to change priorities as business needs change.
- Intermediate Excel skills are required
- Salesforce or CRM experience, SAP experience a plus
- Experience developing metrics and KPIs to understand strategic and operational trends



Human Resource Business Partner

Employees are the lifeblood of a company. Without them, operations will not run and the business cannot achieve its corporate goals. After all, one man cannot run a company, especially when speaking about big corporations and growing enterprises. There are just too many aspects that are involved, such as finance, marketing, IT, etc.

Hence the need for businesses to work with other professionals who can help them achieve their corporate goals and drive their organization forward. The employees, then, are managed by the Human Resources Department, taking charge of all their needs and prioritizing their wellness. Each HR department is headed by a Human Resource Business Partner who works closely with senior management and helps with aligning corporate objectives with employee needs.

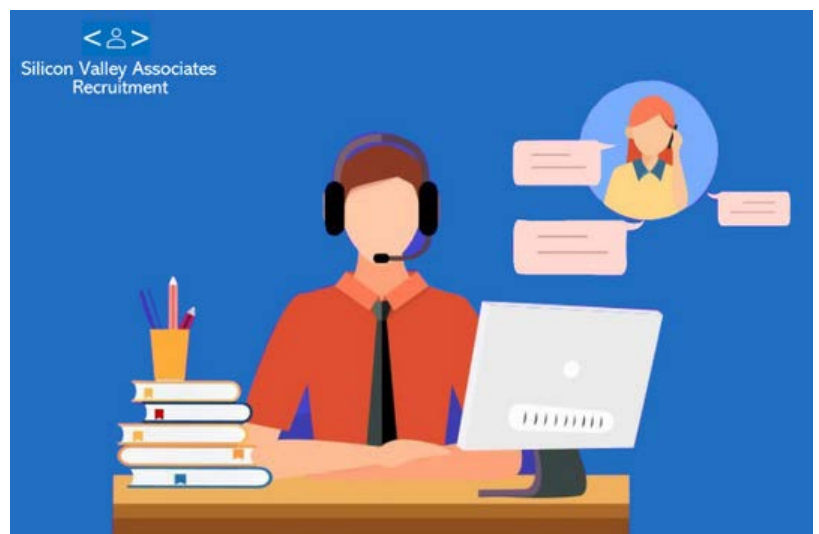
Responsibilities

- Consults with management and provides guidance on HR concerns and matters
- Analyze employee behavior and trends in order to help the company develop more efficient solutions and strategies
- Monitor human resources and resolve issues or concerns
- Gives legal advice on employee management and ensures compliance with labor laws
- Guides a company towards proper hiring, handling, and coordination with employees
- Conducts training programs to promote efficiency
- Creates HR policies and contracts.
- Provide management coaching to build leadership capabilities to address and resolve employee issues
- Work with managers and employees to address all types of employee relations issues ensuring a balance in representing all parties' interests



Qualifications & Skills

- 5+ years relevant HR experience, or equivalent, including at least 3 years of HR Business Partner experience
- Bachelor's Degree in Finance, Business Administration, Human Resources or related discipline
- Excellent written and verbal communication skills with partners both inside and outside of Human Resources, including external consultants
- Strong analytical skills using both qualitative and quantitative data.
- Strong project management, change management, facilitative and consulting skills.
- Ability to deliver results with little supervision in a dynamic and often ambiguous environment
- Ability to analyze statistical data and draw conclusions from that data



Human Resource Manager

The success of a company can be attributed to its employees. Without people working in the background, a business cannot achieve its goals. Hence, companies owe a lot to their employees. And this also stresses the importance of hiring skilled professionals who can take on their roles effectively and efficiently.

Every company is after hiring the right talents who can serve as assets to their organization. That's where the Human Resource Manager comes in. Charged with managing the entire human resources department, the HR Manager oversees all operations and sees to it that the employees are well equipped and taken care of so that they can contribute to the growth of the company.

Responsibilities

- Oversee all operations in the Human Resource Department
- Craft strategies to improve how the company makes use of employee talents
- Create benefit programs for the employees
- Resolve human resource and workplace issues
- Oversee the recruitment, hiring, onboarding, and maintenance of all staff.
- Serve as a consultant with other managers advising them on human resources issues, such as equal employment opportunity and sexual harassment
- Recruits, interviews, hires, and trains new staff in the department.
- Handles discipline and termination of employees in accordance with company policy.
- Assist with recruitment efforts, and prepare employees for assignments by establishing and conducting orientation and training programs
- Maintain and enhance employee benefits programs, including compensation, health insurance, expenses, vacation, and other personnel packages



Qualifications & Skills

- Degree in Human Resources or related field
- Proven working experience as HR Manager or other HR Executive
- Extensive knowledge of HR policies and systems
- Familiarity with HR software and working knowledge of MS Office
- Demonstrable experience with Human Resources metrics
- Knowledge of HR systems and databases
- 3+ years in human resources or recruitment
- Exceptional communication skills, writing skills, interpersonal skills, and ethical mindset
- Proven ability to diagnose problems using strategic thinking skills as well as identify and drive appropriate solutions
- Strong Project/Program Management Skills



Legal/Company Lawyers

Every business is, in one way or another, an entity of public interest. They are entities of the State, hence are required to abide by state laws and regulations. With this comes the tendency to entangle with legal matters. Every action or inaction of a company (whether it be with regards to marketing, human resource, finance, etc.) should be within the bounds of the law, or else they will face fines or criminal prosecutions.

It comes in handy, then, for a business to have an in-house legal department filled with lawyers who are knowledgeable in the field of business law. With their help, a company can easily navigate legal matters and ensure that everything they are doing is valid according to State law.

Responsibilities

- Manage a business's finances and ensure that all records, books, taxes, etc. are complying with legal standards
- Facilitate vendor management such as controlling expenses, guiding vendor relations, billing, etc.
- Provide counseling to the business regarding legal matters and issues
- Ensure compliance with labor laws, draft valid contracts for employee relations, etc.
- Create or revise company policies in all departments to ensure that they are in compliance with the law
- Represent the company in case of litigation.
- Evaluate new business partnerships with vendors and subcontractors.
- Guide management on regulatory and compliance issues to ensure compliance with legal regulations.
- Protect the company against legal risks and violations.
- Review, draft, and negotiate complex commercial agreements with large enterprise and strategic customers.



Qualifications & Skills

- JD degree.
- 7+ years of attorney work experience in commercial contracts, intellectual property matters, business development and technology transactions, including at a law firm and/or in-house experience with technology companies.
- Experience as a corporate transactional lawyer.
- 2-4 years of law firm practice in a transactional role with experience representing SaaS technology companies
- Experience in software licensing and/or privacy law
- Exposure to technology, Silicon Valley tech companies, cybersecurity and sales environments is advantageous;
- Excellent interpersonal skills, business judgment, strategic thinking, superior work ethic, flexibility and ability to work independently



Job Description Templates

With over ten years of professional experience and a solid track record in IT recruitment, Silicon Valley Associates Recruitment is dedicated to helping IT professionals gain access to the industry's best opportunities.

Probably the hardest positions for companies to fill are those at the executive level. These positions require proven experience and immense skill to be able to take on the big jobs that will be handed down to them. That's why companies usually opt to promote employees who have been with them for years, considering that they are already familiar with how things work and have gained the training required to take on bigger roles.



Executive (into IT firms)

Executives belong to the pinnacle of an organization. They call the shots, make the difficult decisions, and lead a hefty group of individuals towards accomplishing corporate goals. Hence, the need for companies to be wary of the executives they hire.

The roles they will take on are detrimental to the success of a corporation. They need to be good communicators, have proven expertise in their niche, possess experience in handling employees, have good leadership skills, and are capable of making tough decisions, among others. But it's not always easy to find a professional who possesses all these essential qualifications.

What We Can Do

Our IT recruitment agency can provide you with the talents you need to fill your executive positions. We understand how important it is to find a competent executive to lead your organization and drive your business forward.

There are a lot of professionals with experience and expertise taking on executive roles who are looking for a job in Hong Kong and Asia. The key is to find the right one for your company. We can find a talent that's suitable for your goals and your needs, helping you fill positions such as:

Managing Director

Especially for big companies and corporations, business operations are never a one-man job. There needs to be a team of individuals taking on specific tasks and working together to contribute to the organizational goals of the company. But with these many people possessing different tasks and job functions, it may be difficult to determine the development of the efforts put into the company.

Every area of operations must go by a process, and there is a need to have someone monitoring all the phases of it. That's the role of a Managing Director. This professional is tasked to oversee, manage, and control the entirety of operations. They give guidance to the employees and provide recommendations to the board in order to foster the growth of the company.

Responsibilities

- Give reports on project development and results to the board and higher ops
- Keep upper management informed about the efforts being undertaken
- Manage a company's resources and monitoring the budget
- Select, recruit, and retaining personnel for the company
- Overseeing all employees and ensuring they're working towards achieving corporate goals
- Create business plans and strategies
- Device new ideas to increase revenue, improve product or service quality, reduce operating costs, etc.
- Attend board and stakeholder meetings and prepare reports and progress updates.
- Developing and implementing business plans to improve cost-efficiency.
- Building and enhancing the company's public profile at events, speaking engagements, etc.



Qualifications & Skills

- Minimum 12 years of experience in technology, data strategy, and analytics with experience managing a team
- Industry designation (CLU, ChFC®, CFP®) and PPA training
- Board-level experience (director or observer).
- Undergraduate degree (technical or engineering degree a plus); MBA or JD preferred.
- Previous experience in an Operational and Managerial role is essential.
- 5+ years of demonstrated success as a high grossing Account Executive selling professional services AND minimum 1-year proven experience as Manager of Sales.
- Strong technical understanding of what data points can be collected and analyzed in a digital campaign, and how each data point should be analyzed



Country Manager

Expanding your business operations and tapping into new regions and countries are not easy tasks. There's a lot of work to be done, such as getting new talents, forming teams, crafting country-specific strategies and tactics, and more. Business owners who plan to branch out know that they cannot do it alone.

If you're opening another office for your business in another country, there arises the need to find someone who will manage it. Hence the need for a country manager assigned to a specific location and overseeing your foreign business operations.

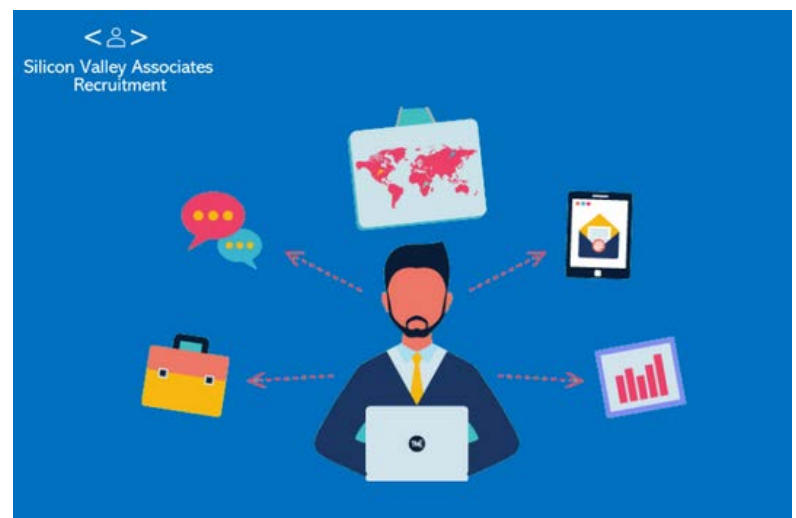
Responsibilities

- Develop organizational plans for smooth operations in foreign branches
- Ensure that his or her foreign office adheres to all regulations and guidelines of its mother branch
- Device strategies and tactics to build a company's brand in the specified country
- Generate reports to hand over to higher ops
- Recruit, onboard, and train staff for the overseas headquarters.
- Liaising with head office and writing up quarterly/annual reports.
- Recruiting, vetting, and training all new staff.
- Researching the country or region thoroughly and adapting strategies accordingly.
- Monitoring performance at all levels and scheduling training as required.
- Implementing an effective brand strategy and ensuring consistency.
- Drive top-line sales revenue in a named list of accounts, as well as a geographic footprint
- Collaborate with global team members to foster a strong sense of community and information sharing among named accounts



Qualifications & Skills

- Responsive and inclusive leader who operates with focus and a strong sense of urgency
- Direct experience leading change as evidenced through cross LOB or functional programs or process improvement initiatives
- Servant Leader - able to earn the respect of colleagues, with a true willingness to roll up your sleeves to get the job done
- Communication, Decision-making, and Conflict Resolution - must be able to lead dialogue on alternatives or different approaches, and lead the team in driving to decisions
- A good knowledge base of the country/region, and a willingness to learn.
- 5+ years experience in digital product management and/or related activities within the loyalty industry
- Bachelor's degree, MBA preferred



Vice President of Finance

They say that money makes the world go round. That might not necessarily apply to all facets of life. But the money sure is an important topic when it comes to businesses. Probably the hardest part of all operations is effectively managing finances. A business must be able to set aside a concrete budget and adhere to it, while also investing more for the growth of the brand.

Financial records and accounts are not easy to maintain. In fact, it is very common for businesses to spend way beyond their allocated budget. But you can reduce costs and effectively manage your cash flow with the help of a Vice President of Finance.

Responsibilities

- Develop a concretely defined and attainable budget for the company
- Strictly yet wisely enforce the proposed budget
- Recruit, onboard, and train a team of accountants and bookkeepers
- Create financial reports and statements for the review of stakeholders and officers
- Implement new financial solutions to help the company reduce costs
- Build the budget and forecast for key supply chain P&L accounts, develop allocation methodology, and provide monthly analysis of actual results versus expectations, as well as handle quarterly allocation true-ups.
- Identify optimal reporting structure and team to build supply chain financial analytics capabilities, and build partnerships across the organization for successful supply chain outcomes.
- Own financial reporting packages with analysis around cash and KPIs for distribution internally and to external investors. Develop departmental level BI dashboards.



Qualifications & Skills

- Minimum of bachelor's degree in Finance, Economics or Accounting
- 5+ years' experience at Big 4 accounting firm (with experience in the transaction advisory/financial due diligence practice) or private equity/banking experience.
- 10+ years of applicable experience including expertise with activity-based costing.
- Proven track record of successfully leading within a dynamic matrix organization.
- Proficient in Microsoft Excel, Word, PowerPoint and Outlook.
- CPA and/or MBA a plus, but not required.
- Bachelor's degree in Accounting, Finance, or a related field.
- Deep understanding of financial principles including US GAAP, best practices, procedures, and controls on manual and automated systems



General Counsel

Businesses are of great public interest. The fact that they need permits and registration in order to operate is, in itself, proof that the State is the one who gives life to these entities. With that, companies and corporations are prone to entanglement with the law — whether it be for financial reasons, permits, employment, among others.

The law is a complex and complicated thing. No matter how skilled a businessman is, it doesn't bring them above legal limitations. Every part of a company should adhere to legal standards, otherwise, they will risk penalties, fines, or charges. To help a company navigate the complicated web of legal matters, they need an in-house General Counsel.

Responsibilities

- Give sound legal advice and judgment to executives, officers, management, and board members
- Take charge of all legal matters involved in the company
- Serve as the organization's legal representative in court hearings or legal investigations
- Examine or draft all agreements, documents, contracts, and the like
- Conduct research and determine the legality of planned strategies and corporate efforts
- Ensure that all actions, inactions, and decisions made by a company are within the bounds of the law
- Managing intellectual property, data security, and other corporate law matters.
- Review, draft, negotiate, and execute a wide range of routine and mission-critical contracts, agreements, licenses, and other legal agreements that support and enable business operations



Qualifications & Skills

- A minimum of three years corporate commercial and transactional law experience in firm and/or in-house environments
- Law degree from a reputable university
- Member in good standing of a recognized bar association; admission in CA will be required
- Financial services regulatory expertise
- Breadth of legal knowledge across disciplines relevant to most startups (corporate law, litigation, etc.)
- Familiarity with Corporate and Company Org Structure
- Familiarity with Business Critical Agreements and Corporate Governance Procedures
- Developing and Implementing an Intellectual Property Strategy and Reviewing/Improving Inspire's Position on Data Privacy and Security
- Contract Drafting, Reviewing and Executing within Defined SLAs



Chief Executive Officer (CEO)

If it's difficult to hire talent to fill in an executive role, how much more for the position of CEO? The Chief Executive Officer is the highest-ranking executive in a company. He or she makes the big corporate decisions and calls the shots. Whatever a company is or what it ends up being, is a result of the directives of a Chief Executive Officer.

Traditionally, CEOs are elected by the company shareholders and the board. But there can arise cases wherein the highest-ranking officer comes from outside the corporation. Considering that it is the pinnacle of the entire company, hiring a Chief Executive Officer externally requires immense and thorough care.

Responsibilities

- Making major corporate decisions
- Managing overall company operations and corporate resources
- Communicating with the board of directors and shareholders
- Being the public face of the company
- Develop high quality business plans that tightly align with short-term and long-term company objectives
- Define growth strategies and implement robust sales management processes including lead generation, pipeline management, proposal creation, implementation and relationship management
- Create accountability within the company by leveraging proven operational processes, monitoring performance, and addressing issues as they arise
- Build trusted relations with key customers and partners and serve as an escalation point to resolve issues



Qualifications & Skills

- At least 5 – 10 years of experience serving in a CEO-equivalent or senior role at a non-profit human services organization.
- Demonstrated ability to establish and achieve program objectives, foster teamwork among a diverse staff, and properly make and implement tough decisions.
- Understanding of software solutions and their intrinsic and market values
- Ability to plan and direct workflow to meet deadlines amidst competing workplace demands.
- Ability to maximize limited resources, develop strategic and business plans, develop program budgets, and forecast and control variances.
- Understanding of changes in aging-related services and needs, non-profit management, technology, and any laws and regulations
- Degree from a known college, advanced degree preferred



Chief Operating Officer (COO)

Every leader needs a second in command, similar to how a President always comes in tandem with a Vice President. A second in command take charge in case of the inability or absence of the leader. They also give advice regarding big decisions and provide a second point of view with regard to crucial matters.

Companies, as well, follow the chain in command method. Hence, they have a Chief Operating Officer assisting the Chief Executive Officer. The COO is more hands-on in the company operations compared to the CEO. The former oversees all the administrative and operational functions on a daily basis and reports his or her findings directly to the CEO. In any company, the tandem of these two professionals is needed in order for the successful planning and implementation of corporate goals.

Responsibilities

- Oversee the daily administrative and operational functions of the company
- Report directly to the Chief Executive Officer
- Assume command when the CEO is unable to or is absent
- Handle the company's internal affairs and procedures
- Hire, lead, manage, and develop the Operations Units leaders (e.g., Grants Manager, Director of Finance, General Counsel, Director of IT, Director of HR/Administration, Director of Communications), ensuring leaders have the resources they need and are well positioned to deliver on their respective outcomes
- Coach and advise Grants Manager in their leadership of the Grants Management team and ensure financial and legal due diligence on all funding opportunities
- Systematize, streamline and implement work flows and work processes across the entire organization to provide sustainable improvements in performance.



Qualifications & Skills

- 5+ years of experience in strategic and operational roles in small to midsize companies and at least 2 years of experience in senior leadership roles.
- Ability to execute on challenges while maintaining a forward-thinking mindset around where the company will be as it grows.
- Great communication skills and the ability to make people listen and understand.
- Strong experience with ecommerce and scaling the business as the brand grows.
- COO/ VP of Operations/ Project Management experience is a must (ideally startup experience)
- Strong analytical and reporting skills including measuring performance and optimizing to KPIs
- Must have excellent interpersonal skills are required to effectively communicate with government officials, staff and the general public
- Finance or operations experience in a company that distributes through retail channels



Chief Finance Officer (CFO)

No matter how good of a businessman a person is, he or she alone cannot sustain the growth of the entire company. That's because there are a bunch of skill sets and specializations involved in corporate growth. And the mere ability to create a business does not entail the ability to sustain it.

Many business owners would agree that the hardest part of running a company is managing finances. But learning how to properly keep tabs on financial accounts is detrimental to the success of a corporation. Without seamless and organized cash flow, a company cannot pursue its corporate goals. Hence, the need for a professional managing the business's finances. That's where a Chief Financial Officer comes in.

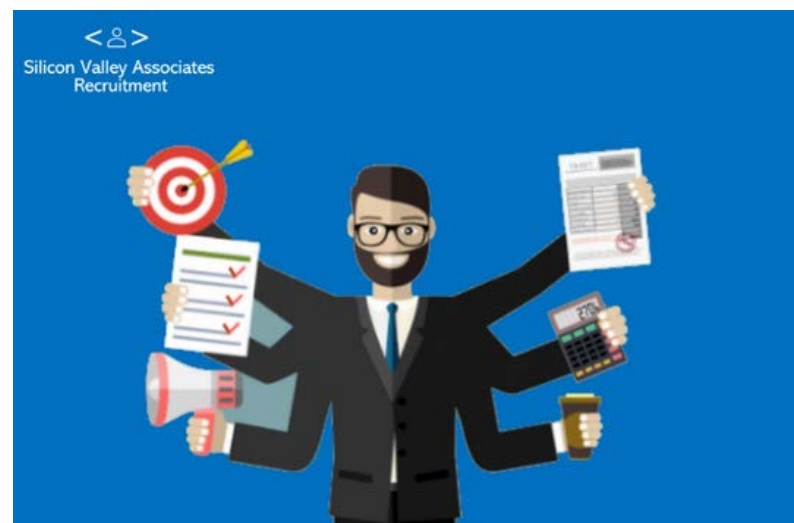
Responsibilities

- Monitor the company's financial statements and reports
- Analyze financial reports and interpret data in order to devise improved financial strategies
- Develop financial policies in order to create healthy and sustainable financial habits in the corporation.
- Understand, analyze and report business results and their drivers, including revenue, gross margin, headcount and working capital.
- Deliver strategic business planning analysis, define and report financial and operational metrics that lead to accurate business decisions. Identify key opportunities and challenges based on the CLS financial results.
- Direct all accounting functions, including payroll, account receivables/collections, expense processing, taxes, and revenue recognition and reporting (working with a Senior Accountant, as necessary)
- Provide ongoing financial analysis and modeling to a range of company leaders in support of key business decisions



Qualifications & Skills

- 12+ years in a financial role with at least 5+ years as a finance leader
- Experience working with venture-backed technology companies
- Strong understanding of equity and debt financing
- Proven track record in successfully supporting growth using strong analytical skills and effective financial modeling and tracking
- Experience leading financial budgeting and financial planning process
- Solid understanding of financial compliance requirements and experience implementing and managing financial policies
- MBA and CPA Preferred
- Highly experienced in budget management and Generally Accepted Accounting Principles (GAAP)



Chief Technology Officer (CTO)

Every department in a company needs a leader. Having one will help create a sense of perspective and a common goal for the members of a team. It will help align everyone's visions and ideas towards accomplishing corporate goals. And a company that has invested and dedicated people like that are bound to drive forward and grow.

Each department must also have its representative holding an executive position. Specifically, the IT department should be led by a Chief Technology Officer who holds a high-ranking position. This professional will oversee the company's entire technological operations, as well as research and development efforts. Reporting directly to the CEO and leading the IT and research departments, having a CTO means more opportunities for a business in the realm of IT and tech.

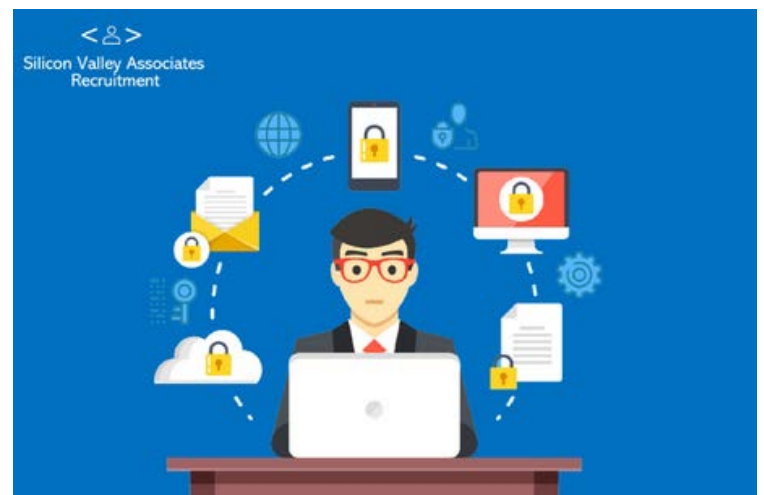
Responsibilities

- Manage the company's technological needs, as well as research and development
- Oversee all operations in the IT, tech, and research departments
- Examines and analyzes both short-term and long-term organizational goals
- Devise technological ways to help a company achieve its corporate objectives and gain more revenue
- Report to the CEO regarding matters in the IT, tech, and research departments.
- Monitor KPIs and IT budgets to assess technological performance
- Act as the subject matter expert regarding technology architecture, infrastructure, development, analytics, and product support
- Apply a particularly high-quality bar to what we believe are the core technical design decisions - data structures, algorithms, architectural patterns, and the leverage of third-party implementations



Qualifications & Skills

- Extensive experience leading multiple teams and initiatives with a clear and confident communication style
- Proven track record of industry knowledge and driving innovation
- Strong communication experience explaining technology solutions to business and technology stakeholders
- 7+ years of technology leadership experience
- Healthcare domain experience preferred
- Expertise in infrastructure, architecture, data analytics, and application development
- Built and managed large scale, continuous, and distributed data processing pipelines in cloud environments (e.g. hadoop, spark, kafka, modern/alternative databases/datastores, etc.), including containerization technologies
- Expertise in designing technology architectures to achieve the highest levels of availability, scalability, extensibility, and maintainability



Chief Information Officer (CIO)

Staying ahead of competitors and meeting the demands of the modern era are challenges faced by businesses. Every day, there are new advancements that are introduced to the world. The consumer landscape is greatly influenced by these. Hence, brand new behaviors and trends emerge from consumers and their purchasing habits.

In order for a company to sustain growth and development, they need to meet the demands of the consumer landscape. This can be done by utilizing technology and taking advantage of all its opportunities. Hence, the need for a Chief Information Officer who can manage all technological and data-related matters in the company.

Responsibilities

- Managing information technologies and computer systems in the company
- Analyzing current business processes and pinpointing areas of improvement
- Devising innovative solutions and strategies to improve the company's approach
- Integrate systems that will generate growth and revenue for the company
- Predict future opportunities in the realm of technology in order to give the company a competitive advantage.
- Establish strategic service provider partnerships. Develop and maintain corporate policies and standards aimed at maximizing effectiveness and minimizing costs related to the acquisition, implementation and operation of IT systems.
- Participate in development of the capital budget. Monitor expenses associated with IT capital needs and department expenditures.
- Execute long range planning, resource allocation (financial and human) and effective strategic decision making, project management, budget management, vendor management with a collaborative approach to problem solving.



Qualifications & Skills

- Experience as a mid-market retail CIO or the #2 of a large, sophisticated retail enterprise. This leader will come from an enterprise known for developing outstanding talent.
- This leader must have outstanding critical thinking skills, a high degree of intellectual curiosity, and the ability to engage with other senior leaders in addressing complex business and technical issues.
- Strong experience and background implementing enterprise IT solutions focused on retail, wholesale and financial applications, management of internal development teams and outsourced development teams.
- Bachelor's degree in information/computer science, engineering, or related discipline with IT focus.
- Project Management Professional (PMP) Project Management in Development (PMD Pro), or other project management certification.





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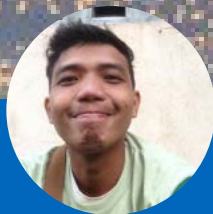
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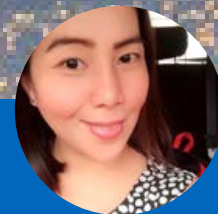
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Silicon Valley Associates is ideally positioned to support the continual demand from tech companies and IT Departments looking to hire in Hong Kong, Asia, and Worldwide. Please let us know if you would further advise on the above topic or your hiring needs.

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