

Job Description

Position	Senior Engineer, Planning Support and Delivery Management
Department	Planning & Delivery Management
Division	Information Services Division

Summary of responsibilities

Carry out professional secretariat support to a committee and end-to-end IT project delivery in accordance with the organization project life cycle. Build and manage relationships with committee members and key stakeholders for successful delivery of committee works and projects.

Key Areas of Responsibilities

Planning & Support

- Participate and support assigned secretariat duties and roles for Information Technology Steering Committee (ITSC) / Architecture & Standard Committee and Business Engagement Committee.
- Well verse with all the clauses and responsible to execute them as stated in the Term of References
- The ownership of the Term of References, ensuring all clauses are up to date from time to time.
- Manage the submission and meeting calendar. Any changes to the dates will be communicated well in advance to committee members and to submitters
- Deliver the entire cycle of Secretariat Support and activities: –
 - a) Coordinate and manage meeting agenda and presentation slide with requesters who submit for approval and review.
 - b) Issue Meeting notice with agenda and relevant documents at least 3 working days prior to each SC meeting.
 - c) Capture all decisions made and discussion outcomes accurately.
 - d) Prepare and circulate draft minutes of meeting no later than 5 working days after each meeting.
 - e) Track and update progress of all matters arising from each meeting at the next meeting.
 - f) Invite anyone whom the member deems necessary.
 - g) Act as the custodian of all documentation including meeting recording and file them appropriately at the shared folders.
- Track and consolidate ITSC / ASC / BE key approvals and status progresses.
- Submit monthly dashboard reporting to ITSC for onward reporting to PGMC during month end division reporting.
- Actively participate in contributing to the improvement of IT operations, processes and policy for the department and ISD.

Project Delivery

- Manage the assessments and collation of requirements of IT projects, budgeting and resources.
- Project delivery and reporting in accordance with organization's project life cycle.
- To lead the assessment of the assigned IT initiative / projects from initiation to budgetary approval. To review the business demand, coordinate and track the activities required from the start of Project Initiation or ideation clarification, collaboration stakeholders on the solution and costing assessment and support stakeholders for the budgetary approval process.
- Track, monitor and prepare reports for project deliveries to project stakeholders as required.
- Carry out end-to-end project delivery starting from project scoping and planning, financial and resource management, risk management, quality control, project execution, deployment, and handover to post-deployment stabilisation and BAU mode for projects managed by the team.
- Plan and propose resource and budget requirements according to project prioritisation, scope, timeline, and dependencies and escalate any constraints for the necessary support.
- Build and manage relationships with cross functional team heads, business stakeholders and project sponsors and ensure alignment of understanding and expectations for smooth and successful delivery of projects.
- Work in cross-functional collaboration with other divisions and departments within the organisation and ISD to manage the impact, interfaces and inter-dependencies of different projects and deliver projects within agreed scope, timeline, quality and budget.
- To perform closure of the project and inform to sponsor and handover to BAU for projects managed by the team.
- Prepare accurate and timely project status reports as required by management, business stakeholders, auditors, regulators, etc.
- Leverages Agile methodology and processes that are tailored for the business and project needs. Such as Standup, Show and Tell, usage of Pivotal Tracker, Retro, etc.

Qualifications

Minimum Qualifications

- Degree in Computer Science; with a minimum of 5 years working experience in IT environment, with majority experience in IT management, projects, process, change or business analysis role in service or vendor-based organisation or banks/ financial institutions.
- Having a Master's Degree is an advantage
- Experience with Microsoft Project or similar tool such as JIRA or Pivotal Tracker is required
- Candidates with project management certifications (e.g., PMP) will be given preference

Additional Requirements:

- Able to work with minimum supervision and under pressure
- Able to effectively lead and manage a team of engineers and business analyst outside of direct reporting line
- Able to work well with people at all levels, whether IT or non-IT
- Have good problem-solving skills
- Have excellent communication skills (both verbal and written)

Additional Requirements

CORE COMPETENCIES

- **Acts with Integrity & Professionalism**

1. Holds oneself to the highest standards of ethical behaviour and professional conduct
2. Protects and upholds PayNet's reputation in internal and external interactions
3. Takes responsibility and ownership for self, team's and organisation's commitments (including mistakes)

- **Fosters Collaboration**

1. Builds and leverages networks within/outside the organisation to strengthen relationships and influence key decisions for organisation's interests
2. Collaborates, acts with inclusiveness and provides proactive support and guidance, to individuals or teams within and beyond the organisation
3. Engages with stakeholders to capitalise complimentary priorities and proactively manage conflicting priorities to garner their buy-in leading to win-win solutions

- **Strives for Excellence**

1. Benchmarks against the best, sets challenging targets and strives to deliver beyond set targets
2. Maintains high quality work standards while continuously pursuing improvement
3. Vigorous and continuous self-driven development with an optimistic demeanour in overcoming challenges and self-limiting beliefs

- **Drives Change & Innovation**

1. Identifies opportunities, new ideas and drives execution for improvement and growth
2. Acts as change agent and is flexible to adapt to internal and external changes
3. Prioritises and allocates resources based on importance and urgency of change initiatives

- **Focuses on Customer**

1. Builds understanding of customers' unique needs and preferences
2. Strives to go beyond customers' requirements without compromising PayNet's interest
3. Strives to enlist customers' trust without compromising PayNet's interest

- **Effective and Open Communication**

1. Creates positive impact through communication strategies and techniques to promote dialogue, create understanding and gain buy in from stakeholders
2. Demonstrates patience and listens attentively to others' opinions and suggestions
3. Communicates clear and precise team and personal commitments to drive desired results

1. Thinks and acts from a broader perspective having our vision and mission at the forefront
2. Encourages and leads stakeholders to work collaboratively and achieve outcomes for the common good
3. Acts for the greater good of the organisation over personal priorities, fears or gains
1. demonstrate understanding and knowledge on the fundamental project management skills, tools and techniques to participate in any new project implementation in relations to the technical operations
2. ability to conduct negotiation in regard to commercial and technical issue resolution
3. ability to prepare a summarize recommendation / analysis paper when require with cost benefit analysis alternative options trade-off etc.