

## Role Summary

This incumbent is responsible for supporting the Senior Manager of Information Security & IT Governance in setting up and monitoring the IT governance, process framework, audit coordination activities and IT Risks management.

## Main Accountabilities

- Coordinate the development, implementation and adherence to internal processes that will ensure that long-term sustainability and viability of technology products for the organization
- Implement KPIs and service levels, and ensure performance levels are met or exceeded
- Collaborate with regional teams to implement SDLC and ITSM methodologies/standards
- Prepare metrics and engagement status reports; conducts root cause analysis; performs data analytics and statistical process control;
- Implement and maintain related IT Policies and Procedures for IT Governance Activities. Ensure quality assurance activities on all IT activities meet SLF policy/ standards.
- Main point of contact for internal and external auditors, and ensures monitoring and reporting of remediation.
- Identify and manage IT risks, as well as ensure IT risks are tracked and remediated properly
- Coordinate with other IT function to define IT skills and capability requirements and based on that, determine the training needs.
- Support Senior Manager of Information Security & IT Governance on another assigned tasks.

## Competencies

- Strong Project and Time Management skills
- Knowledge of SDLC and ITSM/ ITIL methodologies
- Ability to work well and collaborate with a wide range of team members: technical, business subject matter experts and stakeholders, especially under stress and with changing priorities
- Good audit skills and techniques
- Basic knowledge on computer networks, Windows operating systems, Unix/Linux operating systems
- Have knowledge and background IT
- Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem
- Interpersonal skills to interact effectively with business contacts (including executives, officials and key staff/consultants) in a businesslike, customer service-oriented manner
- Strong data analysis, visualization and presentation skills
- Strong communication skills
- Delivery focused
- Client interaction and consulting experience will be preferred
- Flexible and responsive work style
- Strong problem solving and analytical capabilities
- Ability to multi-task and work under pressure
- Experience working remotely with people in different time zones
- Demonstrate international cultural awareness and sensitivity
- Consulting and negotiation skills and experience

## Education and Experience

- Bachelor degree in Information Technology/ Computer Sciences or Accounting/Auditing
- 5+ years of overall IT experience, with 3+ years of experience in project management and ITSM governance/ IT advisory within a technology/IT environment
- ITIL Certification from an accredited examination institute is a plus
- Auditing / Consulting background is a plus
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Please send CV to: [careers@sunlife.com.vn](mailto:careers@sunlife.com.vn)