JB HIRED

Job title	Technology & Process Improvement Specialist
Reports to	Operations Director
Location	Bangkok, Thailand

Job Purpose

This role is working for the top C2C marketplace in Thailand. A Technology & Process improvement specialist serves as a consultant to a business or organization, evaluating, planning, and implementing improvements in business processes and practices. Other aspects of the job can include team building and group facilitation, and preparing training materials. This position has to be well trained in hardware and software applications.

Duties and Responsibilities

- Provide guidance and advice to senior leaders and officers on the most effective and efficient use of resources to ensure positive and measurable outcomes
- Good knowledge about Documents Workflows/Process Maps, Business Requirements, Reporting Requirements, Policies & Procedures, Standard Operating Procedures, etc.
- Understand existing business rules which are critical for process transformation – able to make changes to business rules to improve performance
- Must have experience on IT budget planning (CAPEX / OPEX) and control budget spending including report to management and communicate with team. Make sure the budget has been spent wisely.
- Good knowledge about IT asset handling, purchasing and working with corporate team to ensure all asset list up-to-date with accuracy.
- Good experience with helpdesk ticketing system, documenting, archiving all correspondence and troubleshooting. Don't forget about best service mind..!
- Good writer with knowledge of maintain documentation of internal infrastructure including system configuration, network diagram, manuals, license documents, contract and howto documents, also responsible for creation of IT useful articles and distribute to the team regularly.
- Good negotiator and collaborator who work smoothly with vendors and suppliers to ensure project deliverables are met and for last-line support calls to ensure issue closures.
- Be a teacher (or advisor) who can handle regular user training in order to update new feature of company tools. Also take care of new user orientation to improve user onboarding experience.
- Live and learn..! Always keep yourself up-to-date with today & future technology with ability to explore new tools to help improve team performance.
- Always get feedback and improve by conduct regular survey for users feedback on tools and overall IT support quality and find room for improvement to make sure everyone happy using our services.
- Knowledge about Internal network (LAN) and user provisioning / de-provisioning in order to assist with systems administration, including maintaining user/group accounts, user configuration, troubleshooting access problems.

Candidate Profile

- Master Degree or Bachelor's Degree in Business Computer, Management Information System (MIS) or other related field

- More than 5 years experience in IT Administration works, Enterprise System Administration, User on Boarding & Training, System Documentation & User Manual, IT Process improvement / Change management
- Knowledge of Agile, lean process development and have experience with process improvement or change management in an enterprise environment is preferred
- Good communication skill and able to create effective ways to communicate IT technical knowledge to non-IT staff.
- Excellent command of written and spoken English
- Ability to work under dynamic environment and manage aggressive timelines
- Initiative, self-supervised, self-motivated, highly responsible and punctual
- Willing to contribute and work as a team.Strong execution and follow-through mentality

Approved by:	(on behalf of CEO)