

## JOB DESCRIPTION

<b>Job title:</b>	Technology Leader	<b>Country/ Department / Branch:</b>	IT
<b>Reports directly to:</b>	Managing Director (discipline report to CIO)	<b>Office Location:</b>	Bangkok
<b>Number of employees reporting to this position:</b>	6	<b>Date Job Description issued:</b>	4 October 2017

### POSITION PURPOSE

The role of the Technology Leader is to lead and support the technology components (infrastructure, systems and applications) for our DMC business in 11 markets and to provide technical support across the region for the deployment of technology solutions. Frequent travel will be required as part of this role.

Key responsibilities include:

1. Vendor management - ensuring our technology suppliers and partners are delivering in accordance with SLAs and responsive to our changing requirements. Previous vendor management experience is a must for this role.
2. Maintenance of hardware, networks and security to ensure our infrastructure continues to meet business needs and desktop support.
3. Leadership of a technical team that support our users, applications and systems.
4. PCIDSS: ensure that our business operations are working in a PCIDSS compliant manner.
5. Delivery of key IT infrastructure projects through effective project and vendor management.

A key outcome of the role is to drive profitability in our business through the integration of appropriate and effective technologies with business processes, improve operational productivity and manage the performance of technology providers.

### JOB SPECIFICATIONS

Accountabilities	Responsibilities	Metrics
Successful deployment of new systems and applications.	<ul style="list-style-type: none"> <li>• Project manage the implementation and integration of new applications or systems.</li> <li>• Provide technical guidance and support to the other IT teams in the region.</li> <li>• Manage prioritization of technology projects and deployment of resources</li> <li>• Engage key stakeholders to ensure there is appropriate ownership for project outcomes in the business.</li> <li>• Successfully manage IT vendors to agreed deliverables and deadlines.</li> </ul>	<ul style="list-style-type: none"> <li>• Projects delivered on time to specs</li> <li>• Project budget met or better than budget</li> </ul>
Drive one best way	<ul style="list-style-type: none"> <li>• Ensure all systems across the business is in line with global standards.</li> <li>• Establish and monitor IT policy for the business.</li> </ul>	<ul style="list-style-type: none"> <li>• Periodic systems and process audit</li> </ul>



	<ul style="list-style-type: none"> <li>Establish standard processes for acquisition, development and deployment of hardware/software to ensure appropriate control over capex spend.</li> <li>To be able to drive set strategy from TEN (Travel Experience Network) CIO, add governance, IT policies and procedures, compliance, management, security, end user and server management, asset management, logging/monitoring/reporting and IT maturity overall.</li> </ul>	<ul style="list-style-type: none"> <li>% compliance with IT policy</li> <li>Status Reports on progress for set initiatives from the TEN CIO.</li> </ul>
Supplier relationship and management	<ul style="list-style-type: none"> <li>Develop and maintain partnerships with key technology providers.</li> <li>Monitor and manage IT and telco vendors to ensure agreed SLAs are met for all licensed applications and systems.</li> <li>Negotiate and monitor technology contracts to achieve best commercial outcome and ROI for the company.</li> </ul>	<ul style="list-style-type: none"> <li>Minimum 95% achieved on SLAs</li> <li>Reduction in IT costs as % of income</li> </ul>
Systems and desktop support	<ul style="list-style-type: none"> <li>Monitor performance and stability of all systems and applications to ensure internal SLAs are met.</li> <li>Ensure infrastructure is scalable and there is effective business continuity plan in place.</li> <li>Maintain an effective helpdesk and support function for users.</li> </ul>	<ul style="list-style-type: none"> <li>% uptime</li> <li># hours of outage</li> <li>CSAT ratings</li> </ul>
Security, Data Privacy and Protection.	<ul style="list-style-type: none"> <li>Ensure our IT operations maintain alignment to global security and privacy standards including data and PCIDSS.</li> </ul>	<ul style="list-style-type: none"> <li>Compliance rate</li> </ul>
Financial management	<ul style="list-style-type: none"> <li>Establish annual budget and business plan for IT that is aligned with overall business objectives and targets.</li> <li>Manage IT P&amp;L to ensure budget targets are met.</li> <li>Ensure appropriate cost recovery models are in place for technology services.</li> </ul>	<ul style="list-style-type: none"> <li>% achievement of budget</li> </ul>
IT Maturity	Ability to execute set strategy, add governance, IT policies and procedures, manage budgets, compliance, management, security, end user and server management, asset management, logging/monitoring/reporting and IT maturity overall.	<ul style="list-style-type: none"> <li>Documentation and reporting on progress.</li> </ul>
Business Continuity Planning	Establish appropriate BCP for all critical applications, maximum acceptable RTO and RPO agreed for each application with business and implemented. Ensure there is no single point of failure across systems and networks and that the appropriate level and method of backup is being applied. Ensure everything is documented from BCP, Incident Management and Backup and Recovery Procedures.	<ul style="list-style-type: none"> <li>Documented and tested BCP plan.</li> </ul>



Licensing	Ensure all software is licensed.	<ul style="list-style-type: none"> <li>Yearly audits and reviews to ensure all software used is licensed.</li> </ul>
Monthly Reporting	Reporting on uptime and performance of core applications, projects statuses, IT budget, risks and incidents.	<ul style="list-style-type: none"> <li>Produce reports</li> </ul>

**PERSON SPECIFICATIONS**

**Qualifications & experience**

- Tertiary qualification in Computer Science majoring in IT or Computer Engineering
- Minimum 10 years hands-on experience in both infrastructure and applications support with at least 3 years in leadership role involving the management of technical support staff.
- Vendor management experience.
- Experience in travel technology is an advantage.

**Skills**

Technical

- Hardware and software installation/configuration, telephony, network management and firewall configuration.
- Desktop and applications support, disaster recovery
- In depth working knowledge of standard desktop systems such as Office 365, NT/Admin, Microsoft Exchange.
- General understanding of Cloud (Azure and AWS) and its capabilities.
- Project management
- Good analytical and trouble shooting skills

Leadership

- Proven ability to cultivate a high performance team and foster strong team culture
- Leads by example
- Drive successful outcomes by utilizing resources in an effective manner
- Ability to motivate team towards the achievement of set goals
- Effective leader of change
- To be able to drive set strategy from TEN CIO, add governance, IT policies and procedures, compliance, management, security, end user and server management, asset management, logging/monitoring/reporting and IT maturity overall.

Communication & interpersonal

- Ability to communicate and articulate ideas to both technical and non-technical audiences
- Fosters open communications and listens actively to the customer.
- Presents ideas and concepts articulately and clearly – is compelling and has impact
- Ability to manage stakeholder expectations through effective communication
- Ability to build effective partnerships with technology providers and negotiate desired outcomes.



