

Financial Technology Department

Incident Management Officer (Ref. No: FTD-2089)

Job Responsibilities:

- Organize and arrange production activities to meet the bank's production and operation management objectives
- Responsible for production incident support service
- Create and update incident records with incident classification and categorization
- Manage and communicate with the head office, end users or vendor
- Provides regular status reporting to management
- Follow up root cause analysis, corrective action implementation & preventive measure

Job Requirements:

- University graduate in computer science or related discipline
- Minimum 2 years of relevant experience preferably in banking industry
- Skilled in using SQL for data analysis
- Experience in software development is preferred
- Experience in report and procedure writing is preferred
- Good organizational and problem solving abilities as well as good communication and interpersonal skills
- Hard-working, sincere and cooperative
- Good command of spoken and written English and Chinese, including Putonghua

To apply, please submit your resume to hrd@icbcasia.com.

All information provided by applicants will be used only for recruitment purposes and will be used strictly in accordance with the Bank's Privacy Policy Statements and Circulars, which are available on our website.