



Position – Director Technology and Digital
Facility Name – Kai Tak Sports Park
Location – Hong Kong

Summary

Kai Tak Sports Park is a Design, Build and Operate project funded by the Hong Kong SAR Government for the development and operation of a sports, entertainment, and leisure complex over a 28-hectare site at the former Kai Tak International Airport. Kai Tak Sports Park Ltd (KTSPL) has been awarded the contract to undertake this project. ASM Global, through its subsidiary company in Hong Kong, SMG China, has been engaged by KTSPL to be the Operator of Kai Tak Sports Park.

The Director Technology and Digital will lead technology for the KTSP precinct and will have overall responsibility for ensuring all ICT networks, systems and services are fit for purpose and meet user requirements on a continuous basis. The Director Technology and Digital will be tasked to ensure the ICT networks, systems and services provide continuous high levels of service and innovation to staff, clients, and other stakeholders.

Management Responsibilities

Strategy & Planning

- Ensure all task and activities to achieve a successful commencement of operations are planned and resourced appropriately
- Responsible for ensuring all pre-opening deliverables are planned and achieved on time
- Ensure user requirements are incorporated and drive the functionality of ICT networks, systems, and services across the precinct
- Prepare and maintain an overall programme to ensure ICT networks, systems and services achieve 'go live' dates in accordance with the overall mater programme
- Provide strategic and operational guidance, support, and advice in respect of ICT networks, systems and services to the Senior Management Team, functional groups, and teams across the business
- Subject to delegated authority, approve systems, vendors, equipment, and other matters relating to ICT on behalf of the operator
- Ensure all networks, systems and services are fit for purpose and properly tested and commissioned
- Embrace challenges with design and installation and proactively problem solve on behalf of the operator with the design and build team, vendors, and other stakeholders
- In conjunction with the Executive Director and HR finalise the Operation Stage organisation structure for the technology and digital department
- Determine services to be provided by external contractors, service providers or suppliers. Manage these services as approved
- In consultation with the Executive Director and Senior Management Team, develop and periodically review a Disaster Recovery Plan for all essential ICT networks and systems
- Prepare a rolling multi-year plan for ICT development and improvement into the Operations Stage

Business Planning and Budgets

- Prepare annual opex budgets for approval for the maintenance and operation of ICT across the precinct
- Develop and maintain a rolling three to five-year capex plan for ICT
- Select and manage any approved outsourced services in accordance with budget

Compliance with Policies, Processes, and Procedures

- Collaborate with the design/build and operational teams to ensure that as far as practicable all operator fit for purpose requirements are incorporated into design and implementation activities
- Carefully monitor progress of ICT networks, systems, and services
- Implement systems for early identification of any issues in respect of quality or timeliness of the deliverables being produced.
- Develop and maintain an issues register, risk register and other similar tools to track and monitor status

Relationship Management

- Maintain positive and constructive relationships through collaboration with stakeholders including KTSPL, Hong Kong SAR Government, operations partners, design and build team members, contractors and suppliers and other external parties as appropriate
- Provide monthly reports to the Executive Director/GM Corporate Services, Pre-Operations Steering Group and/or other meeting forums as required
- As required by the Executive Director, present any progress updates, reports, or issues to stakeholders

Departmental Management

- Lead the technology and digital department, providing a high level of leadership to staff within the department
- During the Pre-Operations Stage, manage and lead the operational input into network/system design and implementation to ensure the network and systems are fit for purpose
- Accountable for all aspects of the day to day operations of technology and digital assets and services throughout the KTSP precinct
- Manage all ICT assets and, working in close collaboration with the Facilities Management department, ensure all ICT requirements are maintained on plant and equipment
- Manage the operation, maintenance and servicing of ICT networks, systems, and services
- Establish processes and procedures to assist staff, clients and tenants with their ICT needs to agreed service levels
- Convene and chair workshops and meetings to ensure workflow is occurring in a way to meet the standards required and to the timelines expected

General Responsibilities

Hours of Work

- Normal working hours are 9am to 6pm five days per week. Flexible working hours will be required including nights, weekends, and public holidays in addition to normal hours of work

Certifications

- Must obtain all visas, licenses, or permits as required in Hong Kong prior to commencement of employment

Physical Requirements

- Regularly required to sit for long hours
- Work indoors and outdoors at any time subject to requirements
- Physical ability to manoeuvre around Kai Tak Sports Park

Employee Handbook

- Comply with the requirements set out in the Company Handbook along with any reasonable amendments that may be made from time to time

Promote Client and Customer Relations

- Display a positive attitude

- Meet the needs and expectations of the client and customers
- Communicate in a friendly and professional manner
- Always be prepared to work collaboratively with other Divisions

Communications

- Attend meetings and briefings as required
- Undertake regular communication meetings with the Executive Director/GM Corporate Services, Senior Management and Divisional Heads
- Participate in regular communications meetings with all staff

Property and Equipment Damage

- Report any damage to property or equipment promptly ensuring correct procedures are followed

Other Duties

- Perform additional tasks as requested by the Executive Director/GM Corporate Services

Personal Specifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Qualifications

- Bachelor's degree in ICT or related field

Skills, Knowledge, and Abilities

- Comprehensive and up to date knowledge on ICT and technology in general
- Ability to handle high levels of pressure and critical decision-making
- Committed to good governance
- Passion for excellence and innovation in pursuit of business growth and success
- Ability to work with and maintain highly confidential information
- Strong customer service orientation
- Strong task management and organisational skills
- Ability to work independently, using initiative, creativity, and flexibility
- Ability to meet hard deadlines
- Ability to multi-task and manage multiple projects
- Business management skills

Experience

- Minimum 10 years' experience in an ICT, technology/digital related field
- Experience of managing ICT related operations of a campus type environment
- Previous experience of sport, entertainment or multi-purpose venue is desirable
- Previous experience of testing, commissioning and handover of a major facility is desirable
- Proven track record of exceeding customer service and quality standards
- Proven experience of leading and developing a team

Personal Qualities

- Excellent communication, interpersonal skills and organisational ability
- High integrity and openness
- Energetic, highly motivated, with an enquiring mind
- Good command of English language, both oral and written

Computer Knowledge

- Strong IT skills (as noted above)
- Microsoft Office

NOTE:

The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

To Apply

Please submit a cover letter, CV/Resume, and salary requirements to:

KaiTakCareers@ASMGlobal.com

ASM Global is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRAA Federal Contractor.