

Recruitment of Contract Post

Service Analyst and Coordinator (Wan Chai)

Responsibilities:

- To liaise closely with project manager, system developers, social welfare staff, administrative staff and senior management across system development and digital transformation to ensure technical compatibility and user satisfaction;
- To analyse existing IT systems and service models, conduct requirements analysis and prepare materials to support system development and improvement;
- To conduct impact analyses, assess change readiness for digital transformation and identify key stakeholders;
- To apply a change management process and tools for digital transformation to create a strategy to raise stakeholders' awareness of the benefits and opportunities digital brings and increase digital capability and integrate digital into current and upcoming operations;
- To support adoption and rollout of the new system to service units by providing training and supporting user testing;
- To coordinate installation and maintenance work with outside vendors as needed; and
- To provide references for users by writing and maintaining user documentation, test plan & learning material.

Requirements:

- Post-secondary education, preferably degree holder of Information Technology, Social Work or related discipline;
- Minimum 5 years of relevant experience, solid experience in Change Methodology Frameworks, Agile methodologies and best practice techniques is preferred;
- Strong understanding of the concept, practice and workflow of social service;
- Experience with use case development and testing coordination;
- Basic knowledge in IT infrastructure development, network and system management;
- Good analytical skills, with ability to solve complex problems and openness in sharing knowledge and thinking with others;
- Excellent communication skills, with ability to adapt communications style to the audience; and
- Capability to work under pressure and meet tight deadlines.

Interested candidates are invited to submit application letter indicating his/her suitability to fill the above position(s) with full resume, present and expected salary, date of earliest availability to recruit@sidebyside.org.hk.



(All information provided will be kept as confidential & only be used for recruitment related purposes)

(Registered Company Name: The Society of Rehabilitation and Crime Prevention, Hong Kong
(Incorporated with limited liability by guarantee))