Business Relationship Manager, Country Technology Management

- **Vacancy for:** 1
- **Posted on:** July 1, 2017
- **Deadline:** Feb. 7, 2013, midnight

Basic Job Information

Job Category   : Banking / Insurance /Financial Services
Job Level   : senior
Job Location   : Kathmandu
Offered Salary   : None

Job Specification

Education Level   : Graduate (Masters)
Experience Required : Not Required

Other Specification

SELECTION CRITERIA:

Core Skills:

- Customer Focus – Understands customer priorities and requirements; able to set service quality standards, review standards of delivery, and provide feedback.
- People Management – Develop co-operation and supportive behaviours within the team and with those with whom the team has dealings.
- Networking – Achieves by influencing and collaborating across national and functional borders internally

Technology Skills:

- Service Quality – Able to predict customer needs and to initiate the implementation of service improvements; able to gather and analyse customer feedback and initiate corrective action.
- Communication and Presentation – Able to paraphrase and communicate key information to others using examples to provide meaning to ideas or concepts; able to construct and make formal presentations and facilitate group activities.
- Project Management – Able to lead the agreement of requirements for a major programme of change; able to regularly review the direction of the programme with the sponsor and stakeholder and take corrective action as needed;

Job Description

SCOPE OF ROLE:
This role will primarily be responsible for the management of all aspect of local business relationship for Technology Services and ensuring its delivery as per agreed SLA in addition to delivery and management of in country automation and solution delivery, adequate notification and reporting on high severity problems to stakeholders, operational risk management and supporting key IT initiative / projects or enhancement in BAU functionality.

KEY RESPONSIBILITIES:

- To interact with business at regular intervals to understand the changing business needs and ensuring that these needs are met from the Technical services.
- To interact with customers to agree on IT service expectations and satisfaction criteria (SLA) and managing services delivery accordingly.
- To work with IT Service Centre and Technology Production Services so as to provide quality service delivery to customer's satisfaction.
- To ensure the key stakeholders in ITSC and TPS understand the customers' needs well to enable them to deliver superior quality of service.

- To promote the successful service delivery achievements with customers, reinforcing value-addition by service management.
- To address customer's problems and complaints quickly and professionally, ensuring resolution is provided to the customers satisfaction.
- To provide advice to business on systems and applications to minimise business risk within area of responsibility and ensure adequate action from business side.
- To ensure significant problems are escalated to appropriate business level promptly.
- To maintain internal business contacts to keep abreast of business changes and innovations.
- To ensure timely delivery of service delivery performance reports to customers.
- To manage BAU functionality changes in coordination with IS.
- To ensure closing of audit observations.
- Ensuing business feedback goes to all sections of the GT organization.
- Coordinating any global projects with may have impact on service delivery.
- Coordinate mass releases and Disaster Recovery tests.
- To drive low cost solution for business on process reengineering and automations

Regulations & Policies:

- External Regulatory Requirements
- Internal Regulations and Policies
- Candidate with understanding on ITIL V3 processes will be preferred.

Applying Procedure

Apply Link : https://merojob.com/business-relationship-manager-country-technology-management/

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