Department: Information Technology

Position Title: Manager - Department & Satellite Service

Job Description:

• Act as Account Manager to deliver account management services of the assigned user departments and communicate clearly via regular report and status update meeting on the progress of services and projects to internal and external stakeholders. Seek assistance from his/her supervisor to perform following tasks when necessary

• To explore, evaluate and introduce potential valuable IT solutions, products and services available in the market for user managements' consideration

• Work with different Gaming and/or ITD support teams in business requirement generation and solution procurement in accordance with Gaming and/or BOH Operations business objectives and requirements

• Co-ordinate activities of Project Manager, Business Support Manager and peer group team members engaged in Gaming and/or BOH projects
Execute and manage different types of projects in accordance with project requirement and timeline

• Operate as the lead point of contact for any and all matters specific to the user departments

• Build and maintain strong, long-lasting customer relationships

• Develop a trusted advisor relationship with key accounts, customer stakeholders and executive sponsors

• Ensure the timely and successful delivery of IT solutions according to customer needs and objectives

• Forecast and track key account metrics

• Assist with high severity requests or incidents with escalation as needed

• Define, document and verify with user departments any business system requirements and transform such into technical specifications for sourcing from vendor or internally

• Support user departments in the development of business case for justification of acquisition of Gaming and BOH related systems

• Organize the participation of user departments and IT department team members in the evaluation of business applications and systems

• Assist in the final User Acceptance Testing (UAT) of business applications and systems procured, working together with user departments and QA team

• Handle or report any unsolved issues to management in a timely manner

• Follow company policies and IT department internal processes, policies and procedures

澳娛綜合度假股份有限公司
SJM RESORTS, S.A.

Job Requirement:

- Degree holder in Computer Science, Business or Information Technology related fields a minimum
- Any Business Related or Technology Related certifications a plus
- Minimum 7 years in I.T. system development/support or business analysis with at least 3 years in a supervisory / team leader role
- Managing sizable in-house developed and vendor supplied I.T. projects, preferably in a large casino
- Extensive knowledge of the Gaming Industry is a plus
- Understanding of major departmental activities within a large casino
- In-depth knowledge of casino operation and associated business processes is preferred
- Extensive exposure and good understanding of Operations Support Systems in a large casino industry
- Extensive IT process development with awareness of compliance issues
- Strong and wide knowledge in PMI project management standards and terminologies
- PMP Certificate is a plus
- Process and performance minded with strong sense of discipline
- Possess good communication skill with teams and user departments
- Possess good analytical skills, be detail-oriented
- Be able to handle multiple tasks with good sense of priority
- Proficient in spoken and written both English and Chinese
- Fluent in Cantonese speaking

Interested parties, please apply via:
- Email the detailed resume to careers@sjmresorts.com
- Hotline 89820288 / 82978035

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Department: Information Technology

Position Title: Assistant Manager - Gaming Solution

Job Description:

- Work with business departments to understand all existing business operations and processes
- Work with different IT teams and recommend technology solutions to streamline business processes and/or adding new features and functions for business to achieve company goals
- As the owners of business application issues, work with other IT team members, vendors, and/or contractors to resolve business application issues as quickly as possible
- Document and report outstanding business application issue status
- Assist both internal and external project managers in documenting business requirements and functional requirements for both application projects and enhancements
- Assist business users in documenting business cases for application projects and enhancements
- Able to drive project progress and achieve positive outcomes independently
- Follow IT internal processes, policies and procedures

Job Requirement:

- Degree holder in Computer Science, Business or Information Technology related fields a minimum
- Any Business Related or Technology Related certifications a plus
- Minimum 4 years of working experience, with minimum 2 years working in information technology business application support
- Hospitality and/or gaming working experience is a plus
- Knowledge in project management and SDLC is a plus
- Proficient in spoken and written both English and Chinese
- Experience with Microsoft Office products
- Possess of good analytical skill and be detail oriented

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Department: Information Technology

Position Title: Senior Analyst - Gaming Solution

Job Description:

- Work with business departments to understand all existing business operations and processes
- Work with Manager and recommend technology solutions to streamline business processes and/or adding new features and functions for business to achieve company goals
- As the owners of business application issues, work with other IT team members, vendors, and/or contractors to resolve business application issues as quickly as possible
- Document and report outstanding business application issue status
- Assist both internal and external project managers in documenting business requirements and functional requirements for both application projects and enhancements
- Assist business users in documenting business cases for application projects and enhancements
- Able to drive project progress and achieve positive outcomes independently
- Follow IT internal processes, policies and procedures

Job Requirement:

- Degree holder in Computer Science, Business or Information Technology related fields a minimum
- Any Business Related or Technology Related certifications a plus
- Minimum 3 years of working experience, with minimum 2 years working in information technology business application support
- Hospitality and/or gaming working experience is a plus
- Knowledge in project management and SDLC is a plus
- Proficient in spoken and written both English and Chinese
- Experience with Microsoft Office products
- Possess of good analytical skill and be detail oriented

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Department: Information Technology

Position Title: Senior Analyst – Enterprise Software Development

Job Description:

- Understand, analyze and perform feasibility study on the business & user requirement and interpret into technical software requirement for system programming design
- Design and develop software applications using a variety of programming languages and frameworks
- Develop high quality software program design and architecture
- Deliver high quality, maintainable and scalable code that meet project requirements
- Participate in the development of software applications, including coding and testing
- Provide system flow diagram and data flow diagram based on the application system design
- Scope the programming items based on the functional requirements
- Identify, prioritize and execute tasks in the software development life cycle
- Assist to supervise and work with in-house analyst developers or outsource developers to perform modular development and collaborate with cross-functional teams for ensuring software projects able to meet the project timeline with high quality deliverables
- Assist to guidance the software developers on best practices and development methodologies
- Provide and maintain the documentations including functional specification, design and technical specification, release notes, administration and user guidelines, etc.
- Perform code review to provide constructive feedback to ensure and improve quality of programming codes developed by in-house or outsource developers
- Create unit test cases to ensure the application meets the user and technical requirement
- Provide continuous proactive refinement and enhancement of the in-house developed application systems
- Provide program troubleshooting, debugging and effective solution in support of the in-house software developed application systems operating normally with high performance
- Ensure software development tools and frameworks are up-to-date with latest technologies
- Work with QA to develop and review test plans on software changes and conduct required testing
- Follow IT corporate policy and guideline
- Meet the target timeline for all the tasks assigned

Job Requirement:

- Degree holder in Computer Science or Information Technology related fields
- Minimum 5 years in application and system development
- Knowledge of SDLC processes
- Certificate holder of HCSDA, CSDP, OCA Java, OCP Java, CPA, CPP, Azure Developer Associate, DBA, CISSP or equivalent
- Experience with Agile development methodologies
- Proficiency in programming languages such as Java, .NET, Python, C++
- Experience with relational databases (e.g. MS SQL, MySQL, PostgreSQL, Oracle)
- Knowledge of WEB application, Server and client based application development
- Experience with Mobile application and API development

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Department:	Information Technology

Position Title:	Senior Analyst - QA

Job Description:

- Review and analyze user requirement document, functional specification and other system development life cycle (SDLC) documentations
- Identify test scope from business requirement and functional specification documents
- Design test scenarios, develop and maintain test cases and other test artifacts like test data and test scripts to ensure adequate and appropriate test coverage
- Conduct tests such as functional, regression and performance tests, etc and provide test reports
- Verify defect fixes and analyze issues to improve overall testing strategy
- Assist user acceptance test
- Collaborate with solution team, developers to understand project requirements and analyze defects
- Provide guidance and support for junior QA team members
- Identify any potential system quality issues and escalate to team manager

Job Requirement:

- Degree holder in Computer Science or Information Technology related fields
- With professional certificate in software testing such as CSTE, CSQA, ISTQB is a plus
- Minimum 3 years of working experience in software quality assurance or system testing
- Hands-on software testing experience in requirement/functional specification analysis, test scope and test case preparation, QA/UAT execution, defect retest and reporting
- Hands-on experience on manual and/or automation tests. Able to write automation scripts is a plus
- Testing experience on hospitality or casino gaming system is an advantage
- Familiar with software testing process and methodology, and System Development Life Cycle
- Knowledge in automation and performance test execution and test tools
- Proficient in spoken and written both English and Chinese

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Department: Information Technology

Position Title: Analyst - BOH Solution

Job Description:

- Work with business departments to understand all existing business operations and processes
- Collect the business application system issues, and consolidate for the management troubleshooting
- Work under the supervision of senior staffs to keep track all activities within the assigned projects, this includes but not limited to resource time tracking, budget spending and materials used
- Assist IT and business users in documentation

Job Requirement:

- Degree holder in Computer Science, Business or Information Technology related fields a minimum
- Any Business Related or Technology related certifications a plus
- Minimum one year working in information technology business application support
- Hospitality and/or gaming working experience is a plus
- Hospitality or gaming application knowledge is a plus
- Knowledge in project management and SDLC is a plus
- Proficient in spoken and written both English and Chinese
- Experience with Microsoft Office products

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Department: Information Technology

Position Title: Specialist - Cotai Field Service

Job Description:

- Execute Field support services processes
- Support all IT related frontline equipment installation; this includes but not limited to PCs, Mobile Devices, Printers, Plotter, Copiers, Scanners and Telephones
- Providing maintenance and monitor life cycle management of all IT assets
- Providing first line support to all IT related incident and services
- Coordinating and working closely with other IT Team Members to support project delivery and issues resolution
- Ensure all job complete in a timely manner and to customer specifications and satisfaction
- Monitor and escalate unresolved issues as necessary
- Provide report on regular basis or upon request
- Liaise with I.T. Compliance team to assist information and reports for any audit requirements with the supervision from Field Service Manager
- Perform vendor management in accordance with department strategies, policies and procedures
- Provide appropriate recommendations on internal IT processes
- Provide technical advice for application enhancements and projects
- Follow IT internal processes, policies and procedures
- Tracking and update IT inventory system

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Job Requirement:

- Degree holder in Computer Science, Electrical/Electronic Engineering or Information Technology related fields a minimum
- IT Professional related certification is preferred
- Minimum 2 years of working experience in large corporation or casino resort, information technology related is preferred
- Able to work on shift
- Knowledge of the Microsoft Windows, Apple Mac and Mobile Operating Systems
- Knowledge of IT hardware and software installation
- Understanding of basic networking principals is preferred
- Understanding of basic Windows Server is preferred
- Knowledge of SCCM, Endpoint Management Platform is preferred
- Basic knowledge of IT internal processes, policies and procedures is preferred
- Hospitality or gaming system and infrastructure knowledge is preferred
- Proficient in spoken and written both English and Chinese
- Possess of good customer service and interpersonal skills

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