A charitable organisation founded by the PAP, committed to nurturing a multi-racial, fair, just and inclusive society by providing educational, welfare and community services.

**Senior Executive/Manager, IT (Business Analysis & Outsourcing)**

The incumbent performs the role of a digital innovator to create IT-enabled business capabilities to support the PCF strategies. Act as a business analyst to work closely with the business users to articulate business requirements, perform user acceptance test and handle issue management. Also act as a project manager in outsourcing management to execute the project delivery successfully.

**Key Responsibilities:**

- Value-add to customers, i.e. divisions and departments, by providing advice on best practices in exploiting appropriate digital technology, facilitating and supporting customers’ change management process and influencing their alignment with the PCF vision.
- Manage ICT projects throughout the entire life cycle, from business requirements gathering, prepare project proposals and procurement to implementation, to ensure that projects meet customer’s requirements and are delivered on time and within budget.
- Perform project management in outsourcing environment to ensure that (a) contractual obligations are met and projects are successfully delivered by vendors/service providers; (b) contracts continually meet customer’s needs; (c) vendors’ performance is monitored in accordance to contractual obligations and service-level agreements; and (d) project risks are properly mitigated and managed.
- Monitor issues for proper resolution and closure.
- Develop and enhance customer intimacy to achieve customer satisfaction.

**Area of Work**

- Plan and manage the Application and Information Architecture for PCF.
- Plan and manage the upgrade for Student Management System and Finance System.
- Conceptualize the use of technology for PCF to improve staff work productivity and review existing business processes and systems for improvement.
- Plan and manage the One-Stop Service for PCF.

**Requirements**

- Degree in Computer/Computer Science or Electronics Engineering or Information Technology or equivalent.
- At least 10-12 years of working experience, with minimum 4 years of relevant experience in business analysis, IT consulting, project management and outsourcing management.
- Strong business analysis, project management, outsourcing management and people management skills.
- Proactive, quality-conscious, self-starter with an analytical and methodological mind.
- Result and customer oriented with multi-tasking capabilities.
- Good verbal and written communications, presentation and negotiation skills

To apply, please send your resume to pcfhr@pcf.org.sg by 15 July 2020.