

Production Manager

生产经理

Location: Beijing, China

Starting date: ASAP

ABOUT THE COMPANY:

企业简介

Building on over 30 years of successful presence in capital markets with over 200 clients and 36,000 users worldwide, this company has developed an unmatched competence in the design and implementation of integrated trading, risk management, processing and clearing solutions for buy- and sell-side financial institutions, corporations and utilities located across the globe.

我们的客户在资本市场拥有超过200名客户和36,000名用户，在30多年的成功经验基础上，在为全球各地的买卖双方金融机构、公司和公用事业公司在设计和实施综合交易、风险管理、处理和清算解决方案方面发挥了重要作用。

RESPONSIBILITIES

工作内容

Your responsibilities will cover the 4 main axis of deliveries below:

您的职责将涵盖以下4个主要方面:

- **Manage support services for a portfolio of clients with operational excellence**
为一系列具有卓越运营能力的客户管理支持服务

Ensure quality and optimized delivery of our support services for a portfolio of clients, in line with our contractual obligations and by applying our support methodologies:

根据我们的合同义务，通过应用我们的支持方法，确保我们为客户组合提供的支持服务的质量和优化交付:

- Organize the support activities for your clients, define and optimize staffing requirements

Beijing

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为客户组织支持活动，定义和优化人员配置要求；

- **Ensure availability of suitable support structures at us and at the clients**
确保我们和客户有合适的支持结构
- **Monitor and improve key performance indicators related to the quality of the service or the instance**
监控和改进与服务或实例质量相关的关键绩效指标
- **Act a project coordinator for the delivery of change requests raised by your clients**
充当项目协调员，负责交付客户提出的变更请求

▪ **Build strategic partnership with client support organization**
与客户支持组织建立战略合作伙伴关系

Grow as a strategic trusted and valued partner of your portfolio of clients:
成长为您客户组合中值得信赖和重视的战略合作伙伴：

- **Develop a mutually beneficial long-term partnership between the company and the client support organization**
在公司和客户支持组织之间建立互惠互利的长期合作伙伴关系
- **Advise clients on how to efficiently support the Company and leverage its usage**
建议客户如何有效地支持公司并利用其使用
- **Create adequate communication and streamlined processes between the Company and client support teams**
在公司和客户支持团队之间建立充分的沟通和简化流程
- **Monitor and improve client satisfaction while controlling support cost**
监控和提高客户满意度，同时控制支持成本
- **Collaborate with the Company's Client Manager to identify and pursue opportunities to expand usage of our Solution at your clients**
与我们客户经理合作，确定并寻求机会，扩大我们的解决方案在客户中的使用

▪ **Develop production support practice**
制定生产支持实践

As an active member of the Production Management Domain, you play a part in shaping the Company production support practice:

作为生产管理领域的活跃成员，您在塑造公司生产支持实践方面发挥着重要作用：

- **Lead, or contribute to, global initiatives aimed at improving the processes or tools used in delivering support services**

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领导或推动旨在改进提供支持服务的流程或工具的全球倡议

- Train and coach support coordinators on best practices, and leverage your expertise and experience to help them develop their skills and meet their business objectives
就最佳实践培训和指导支持协调员，并利用您的专业知识和经验帮助他们发展技能并实现业务目标
- **Transition and delivery of production management under SaaS managed services**
SaaS 管理服务下生产管理的过渡和交付

Ensure quality and optimized delivery of production management services under SaaS in line with our contractual obligations while applying the Company's transition and support methodologies and best practices:

在应用公司过渡和支持方法和最佳实践的同时，确保 SaaS 下生产管理服务的质量和优化交付符合我们的合同义务：

- Transition to CI leveraging the MVP RTP built by the RTP initialization workstream
利用 RTP 初始化 workflows 构建的 MVP RTP 过渡到 CI
- Define operating model for production releases working closely with the SO team, align with the client and deploy the model
与 SO 团队密切合作，定义生产发布的操作模型，与客户保持一致并部署该模型
- Coordinate onboarding of the teams on the CI/RTP operating model
协调 CI/RTP 运营模式团队的入职培训
- Coordinate continuous sprint backlog grooming (i.e., standard CR, fast track/P2, P1, patch deliveries), configuration build & validation at the respective quality gates, continuous enrichment of the RTP for the BAU production changes
协调持续的冲刺积压整理（即标准 CR、快速通道/P2、P1、补丁交付），在各自的质量门进行配置构建和验证，不断丰富 BAU 生产变更的 RTP
- Work closely with the CI engineers in orchestrating the periodic CI health checks and reviews
与 CI 工程师密切合作，协调定期的 CI 健康检查和审查
- Under SaaS managed services, lead the incident management, request management, EOD management, monitoring, environment management, preventive maintenance (e.g. corrective actions in line with plan to improve instance quality), light evolutions of the instance (e.g. SaaS production rollout, patch deliveries, changes of final configuration)

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在 SaaS 管理服务下，领导事件管理、请求管理、EOD 管理、监控、环境管理、预防性维护（例如，根据计划采取纠正措施以提高实例质量）、实例的轻度演变（例如，SaaS 生产推出、补丁交付、最终配置更改）

REQUIREMENT:

任职要求

- **Excellent communication (both verbal and written) and presentation skills**
优秀的沟通（口头和书面）和演讲技巧
- **Strong stakeholder and change management skills to manage complex client relationships**
强大的利益相关者和变革管理技能，以管理复杂的客户关系
- **Leverage collective intelligence with a strong commitment to align different opinions and lead with excellence**
利用集体智慧，坚定地致力于协调不同意见，以卓越的方式领导
- **Ability to demonstrate long-term thinking for value creation over short-term solutioning**
能够展示价值创造的长期思维，而不是短期解决方案
- **Ability to prioritize and multi-task in a fast-paced environment**
能够在快节奏的环境中优先处理多项任务
- **Experience and knowledge in Capital Markets platforms is a plus**
具备资本市场平台的经验和知识者优先
- **Experience in supporting mission critical IT platforms in a managerial capacity is a plus**
有管理能力支持关键任务 IT 平台经验者优先
- **Fluent in Mandarin and English, both written and spoken.**
普通话和英语流利，包括书面语和口语。

APPLICATION:

申请方式

Please send your resume to: bj-hr@ccifc.org

有意者请将简历投递至邮箱: bj-hr@ccifc.org

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