

## Job Advert Details

### Why join us? (Overview of Dept./Function)

Digital Production Services (DPS), is the bank’s internal digital agency partner with best-in-class focus on Web production, Creative production, MarTech services, Digital messaging and Tactical fast-to-market innovative automated solutions. DPS has been supporting its customers and global businesses and functions for 20 years. Our range of services and high-quality output have long been recognised as value for money and essential to the smooth running of business at HSBC.

### The Opportunity: (Brief Overview of the Role)

Technical Specialist is responsible in executing the digital development jobs consist of front-end programming, automations, and platform specific development. Job holder should have in breadth technical knowledge and experience in agile practices and expertise in online and offline applications development within the banking domain.

Role holder is responsible in generating code solutions using industry standard development tools and languages such as HTML, CSS, JavaScript and Python and other related technologies. Role holder required to directly coordinate with Chapter lead in getting feedback on performance and for any new project assignments

### What you’ll do: (List out Key Responsibilities)

- Principal Accountabilities and Responsibilities (e.g., for Business, Customers and Stakeholders; internal control environment, etc.)
- Develop and implement technical solutions under banking digitizations, automation and digital messaging area
- using industry standard code and development framework
- Test and evaluate technical solutions to ensure that they are efficient and effective
- Troubleshoot and resolve technical issues related to the front end applications and relevant work platforms such as SharePoint, AEM..etc.
- Ensure high quality of work by consistently taking responsibility for one's own work, reviewing it against quality standards, and consistently seeking to achieve zero quality errors
- Create and maintain technical documentation, including user manuals, technical specifications and diagrams
- Keep up-to-date with new developments in technology and make recommendations for improvements to existing systems.
- Oversee the productivity rating for their individual shift and work closely with Creative Leads to identify any challenges and lapses that can be addressed

### Leadership & Teamwork

- Ensure a steady improvement in his/her own design skills and capabilities by planning and organizing collaborative work and in-house cross-training opportunities
- Assist the Technical Leads in developing the team's annual and quarterly training plans
- Contribute to the team in achieving monthly average performance targets for Productivity and Quality scores
- Work collaboratively with other members of I & A to find optimal solutions to meet technology requirements
- Ensure up to date knowledge on HSBC brand guidelines by actively participating in training sessions, and team knowledge sharing.
- Puts the need of the greater team ahead of his/her own needs, ensuring the team's growth and improvement is of priority

## Qualifications

### What you will need to succeed in the role: (Minimum Qualification and Skills Required)

- Bachelors degree in Computer Science, Information technology or a related field
- 2+ years of experience in technical support or technical specialist role
- Strong knowledge and experience of technical systems including online platforms and cloud computing infrastructure.
- Proficiency in Mac OS, Microsoft Windows and MS Office applications
- Web experience: Working knowledge of HTML5, CSS, and web design principles
- Knowledge of emerging digital technologies such as automations and AI development
- User-centric/customer-centric design theory : experience with user research, rapid prototyping, information architecture, user stories and persona writing is preferred
- Good written and verbal communication and presentation skills
- Strong focus on simplicity vs complexity in both communicating and translating briefs into technical specifications
- Able to generate and consistently provide innovative and creative ideas, working within corporate guidelines but challenging brief provided and questioning traditional approaches as necessary
- Extremely client-focused, with positive attitude; able to negotiate effectively, communicate at all levels and able to work well under pressure
- Ability to network with other resources and specialists around the business as appropriate
- Genuine enthusiasm for technical development and willing to share knowledge and experience technology resources, articles and other inspiration with others

### What additional skills will be good to have? (List out good to have skills and certifications)

- Develop professional and harmonious relationships with DPS customers through constant, personal communication aimed at obtaining a clear understanding of the business objectives and the situational context of their project requirements
- Enables and promotes collaboration between other Tribes and Chapters to deliver a much more effective solution to clients and stakeholders
- Maintain proficiency in current versions of software required for performing duties within HSBC
- Puts emphasis and acts upon the HSBC purpose and values

### Want to Apply?

- All applicants must have successfully completed their probation period
- All applicants must have a minimum performance rating of Good and behavior rating of Good in the last year end appraisal
- All applicants should have served at least 18 months in their current functional role and department
- Applicant should inform their Line Manager prior to applying
- Application form should be submitted on CareerLink along with their updated CV
- All the completed applications should be submitted on CareerLink by 11:59 PM on the closing date
- Applicant should not been previously declined for the same position within the last 6 months on the date of submission of their application & the time of selection.
- Applicant should not been on ANY form of Corrective Action within the last 6 months from the date of application
- Right to work is required. Local employment rulings and restrictions will apply.
- Applicants who meet the required minimum score at the interview may be placed in a pipeline for a period of 3 months to fill any vacancies which may arise for the same position during the immediate 3 months from the IJP closure date. The final decision to place an individual in the pipeline rest with the business head concerned
- Applications of candidates who do not adhere to guidelines during any technical assessment that is conducted as part of the selection process will be disqualified and not progressed thereon.