

United Arab Emirates Jobs Expertini®

Senior Service Owner - Security Services

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Company: First Gulf Bank PJSC

Location: abu dhabi

Category: other-general

Senior Service Owner - Security Services Full-time Division: GCOO Join the UAE's largest bank and one of the world's largest and safest financial institutions. Our focus is to create value for our employees, customers, shareholders and communities to grow through differentiation, agility and innovation. We are looking for top talent and your success is our success. Accelerate your growth as you help us reach our goals and advance your career. Be ready to make your mark a top company, in an exciting & dynamic industry.

Job Purpose Senior Service Owner to lead the strategic planning, management, and improvement of technology services used by issuer & security services business under investment banking. The Senior Service Owner will be accountable for heading and managing multiple applications used to support issuer & Security services in the UAE and other international locations. Focusing on the technical delivery and apply best practices on all managed services.

Key Accountabilities Leads technology teams to deliver multiple business strategies. Owns & Manages Technology Service roadmap and Execution Leads and drives Agile & DevOps ways of working Ensures consistencies across requirements for the Services managed Plan, organize, coordinate, assign, and monitor all aspects of a technical team, and redirect efforts as needed to meet operational and project requirements Represent Technology in Leadership Forums Define vision & value proposition along with Business. Develop and implement service strategies aligned with business objectives, ensuring optimal performance and users satisfaction. Builds trust & relationship with all stakeholders Stay abreast of industry trends, evaluate new technologies and recommend innovation solutions to enhance service offering. Identify opportunities for process enhancements, automation, and efficiency

gains to continually improve service quality and performance.Oversee the entire lifecycle of assigned IT services from conception to retirement, ensuring they meet evolving business needs.Leverage strong technical background to make informed decisions, troubleshoot complex issues and guide technical teams effectively.Oversight on Demand Management & Release MilestonesEnsure services adhere to regulatory requirements and industry standards. Mitigate risks and implement robust security measures.Ensure risks / technology vulnerabilities identified are managed as per IT risk management processSetting the right KPIs and OKRs for Service Teams and tracking progress.Define, monitor and manage SLAs to meet or exceed performance expectations.Managing and coordinating cross-services deliveries. Work closely with technical teams, product managers and other stakeholders to drive collaboration and ensure seamless service delivery.Shaping the right Agile Culture, Mindset and MaturityProvides guidance and extensive support for Service Delivery activation and gradual Agile transformation.Empowers, supports and guides the Service Teams to work effectively.Accountable for delivery of feature / release for the Service within scope, budget and set timelinesSupports Service Delivery Managers and Scrum Masters in delivery.Should be aware of project risks / issues and responsible to support the team to mitigate any overseen risk.Ensures the engineering team has recovery / back-up plan for mitigating any risk/ issues10-15 years of experience in a similar role within the technology sector.Proven track record of successfully managing and improving of IT services.Proven experience on applications used to manage (IPO, Dividend payments, share registry, corporate actions, custody service , fund registry and all other relevant services)Strong technical background with expertise in Investment banking products and all services under issuer & security services (IPOs, custody, share registrar, fund registrar, corporate actions...etc.)Proficient in implementing and adopting cloud technologies.Excellent leadership and communication skillsAbility to thrive in a fast paced, collaborative environment.Strategic thinker with a passion for technology and proven ability to lead successful service initiatives.

#J-18808-Ljbffr

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