

Service Delivery Engineer Role Summary: Singapore

Lead IT support services/service desk functions in the Singapore office and Asia region. Assist and support various IT/IS implementations to meet department strategies and initiatives.

Core Competencies:

- ✓ Commitment to Jesus Christ as evidenced by a personal relationship
- ✓ Excitement about being involved in full-time missions and willingness to develop a team of prayer and financial partners
- ✓ Good analytical and problem-solving skills; enjoy working with challenges
- ✓ Strong interpersonal skills to collaborate effectively in a cross-cultural setting
- ✓ Able to manage multiple priorities and meet deadlines
- ✓ Able to train and guide staff to employ IT equipment to enhance the ministry's capacity to serve our audience

Responsibilities:

- ✓ Manage and monitor IT support services' portfolio/catalogue
- ✓ Assess IT/IS needs for Asia Region and develop a strategy to meet needs
- ✓ Contribute to Singapore support service IT infrastructure maintenance
- ✓ Support in-house data asset management technical functions

Desirable Qualifications:

- ✓ Experience in IT service delivery, incident problem solving and hands-on IT troubleshooting and set-up
- ✓ Skilled in application development or database administration
- ✓ Able to travel to ministry locations
- ✓ Speak, read, write, and comprehend English fluently