

## Job Advert Details

Some careers have more impact than others.

If you're looking for a role where you can continue to make an impression, take the next step at HSBC where your contributions will always be valued.

Operations, Services and Technology is a pivotal part of the Group, providing essential operational and technical support to our global businesses and helping improve customer service and efficiency. Operations, Services and Technology combines global expertise and technology to help keep us ahead of the competition.

We are currently seeking an experienced professional to join our team in the role of Chief Information Officer.

### Role purpose and Accountabilities

The Chief Information Officer role is a key leadership role in the market accountable to Regional CIO, Country COO and Global Business/Global Function Heads to implement global, regional, and country goals, policy, budgets, and regulatory compliance in line with technology strategies and bank's overall strategic direction.

Role supports the Market COO, and the country Business Heads to engage external bodies, including regulators, government, customers and other third parties, on being compliant with all regulatory and legal requirements. It is responsible to adhere to operating controls, agreed SLAs, priorities, KPIs with country business and risk mitigations by impactfully working with Operations, Corporate Services, Strategic Procurement Services, Chief Control Office, and Transformation.

### Principal Responsibilities

- Provide a single point of interface to Regional CIO, Regional Technology Leads, Country COO and Country GBGF for all technology demands, delivery, and quality in the country.
- Be accountable for day-to-day operations of technology landscape, working with relevant stakeholders to resolve any issues identified, mitigate risks, and ensure operational resiliency and integrity.
- Proactively engage with all stakeholders to ensure technological alignment on strategies and priorities to define market specific implementation and execution plans.
- Effective oversight and governance over technology transformation, digitization, and automation to provide constructive improvements to existing processes and proposed initiatives by generating innovative solutions to address country/market demand.
- Collaborate with the Country Business to achieve the country's objectives while adhering to all regulatory, legal requirements and group governance and controls relates to technology.
- Responsible for overall country technology cost planning, tracking, and managing, headcount management and continually balancing the operational capability with costs to drive cost reduction resulting in sustainable saves in the country.
- Ensure technology compliance with all relevant internal instructions (FIMs, GSMs, circulars) and external regulatory requirements, including the management of operational risk and adherence to the Group's standards of ethical behavior.

### Requirements

- Bachelor's degree in computer science/information technology or equivalent professional qualifications in Technology
- 10-12 years of proven leadership and management skills in technology
- Robust understanding on Technology, Information Security policies/procedures and market best practices to make informed decisions.
- Experience in operating in an environment of constantly changing technology demand/priorities, challenging bureaucracy, while staying true to the values and strategy of the Group
- Ability to manage and mitigate technology operational risks while supporting and delivering the growth agenda.
- Proven ability in developing high performing technology teams with a clear vision focused on orchestrating strategic transformation and driving tangible customer outcomes.

The role is a Key Management Personal (KMP role) requiring local regulatory approval. The job holder must ensure their conduct always complies with regional/local regulatory requirements.

When applying, please submit a full resume.

You'll achieve more at HSBC.

HSBC is committed to building a culture where all employees are valued, respected and opinions count. We take pride in providing a workplace that fosters continuous professional development, flexible working, and opportunities to grow within an inclusive and diverse environment. Personal data held by the Bank relating to employment applications will be used in accordance with our Privacy Statement, which is available on our website.