

# Regional ViewPoint System Manager, APAC

February 2022

Trident Trust is a leading independent provider of corporate, trust and fund services to the financial services sector worldwide, employing over 900 staff across a global footprint that spans Africa, the Americas, Asia, the Caribbean, Europe and the Middle East. Client focused and service oriented, we only employ individuals who are professionally minded, committed and able to demonstrate good interpersonal skills.

## The Role

The regional ViewPoint system manager for Trident Trust's Asia Pacific region (APAC) will report directly to the regional COO of APAC and take responsibility and ownership of APAC's regional ViewPoint infrastructure. This includes reviewing and managing enhancements and oversight of ViewPoint and any other integrated applications or business processes, and managing a regional ViewPoint team.

## Key Responsibilities, Accountabilities and Duties

### General

- Deliver continuous improvement by managing, coordinating and participating in the deployment and enhancement of ViewPoint and its related functions, projects and processes
- Work with Trident's global team to implement changes and maintain consistent global ViewPoint standards, including the timely upgrade of ViewPoint instances across the region
- Periodic reporting on operations and projects to regional and global stakeholders
- Oversee and coordinate effective regulatory reporting from ViewPoint
- Oversee the deployment and maintenance of the ViewPoint Engage portal or equivalent
- Develop, oversee and implement the ViewPoint training curriculum
- Complete other duties as assigned by the regional COO or their delegee

### Best Practices and Knowledge Base

- Take the lead on building and recommending protocols and processes for best practices and optimal usage of the tool, including:
  - working closely with Trident Trust Group's solutions team
  - developing and building a framework for best-practice usage

- aligning usage in accordance with group standards and the group data dictionary
- building and maintaining an effective knowledge library of documentation required for the relevant systems and processes, including documenting enhancements, changes and other decision-making processes
- ensuring training material is maintained and made available to end-users where applicable

## Business Process Enhancements

- Lead a team
- Oversee the development of ViewPoint reports, processes, templates and workflows
- Handle regional user account maintenance
- Direct the process of incident management and, when necessary, escalate them to ViewPoint support
- Configure and customise the application
- Train team members and office champions on new implementations, changes and features

## Skills, Qualifications and Experience

- Ten years' experience managing ViewPoint deployments
- Deep understanding of recent ViewPoint versions (7.5 and later)
- Technologically savvy, including a strong command of common Microsoft Office Products: Word, Excel, PowerPoint, Teams, SharePoint and OneDrive
- Project management qualifications (PMP, Prince2, etc.) or evidence of project management experience is highly favoured
- Working knowledge of relational database concepts
- Ability to read and interpret SQL queries highly favoured

## Compensation

Competitive compensation will be offered based on the successful candidate's relevant experience and overall suitability for the position.

## How to Apply

Applications should include a complete C.V. and will be treated in the strictest of confidence. Please clearly outline the skills and attributes you would bring to the role, and your availability and salary expectations. Applications should be submitted to [recruitment.hk@tridenttrust.com](mailto:recruitment.hk@tridenttrust.com).