

ROBERT WALTERS

IT TECHNOLOGY - COMMERCE

MARKET UPDATE

QUARTER TWO 2009

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The second quarter of 2009 saw a marked increase in technical job openings by both current and new companies opening offices in Asia. With the available talent pool, companies are looking at up-skilling their internal IT teams or adding headcount that had been put on hold. A majority of them were revenue-generating roles such as presales consultants, project managers and technical consultants. There is also evidence of an influx of Asian returnees from US and Europe who are seeking a career in Hong Kong or China.

Pharmaceuticals and manufacturing services should see revenues stabilise or increase as the consumer market adjusts to the new economic reality. Several firms hired heads of Technology to improve their business process and drive down IT operating costs in Asia Pacific markets. Key skills in demand included SOX, ITIL and outsourcing experience with successful vendor management track record. As most global firms have manufacturing and sourcing facilities in Asia with high IT usage, IT heads are looking at strategic ways to reduce CAPEX and OPEX costs.

Retail and FMCG firms continue to seek experienced e-Business and CRM (Customer Relationship Management) professionals to build and maintain loyalty with profitable customers while designing promotions to attract new customers. IT professionals with retail or online project experience, CRM, data analytics and business process are most sought after. These firms will use IT to increase top-line revenue by analysing past buying behaviours and promote other complementary products that the customer might be interested in purchasing.

Legal, accounting and professional services are experiencing less staff turnover due to their specialised IT operations. Outsourcing activities may help augment their project needs in the short term. They are primarily seeking professionals with IT networking infrastructure, software development and helpdesk support skills. Candidates with certifications in CISCO, ITIL, PMP and SOX compliance experience are also highly sought after. There is also continued strong demand for candidates with experience in regional project delivery, customer expectations management and IT services consolidation.

Whilst there is still a cautious optimism about the US financial market and the global economy in general, the increase in investment opportunities and lower operating costs in Asia will drive the demand for more services in Hong Kong.

RETAIN TOP PERFORMERS – HIRE A CONTRACTOR

Despite the many redundancies that have affected most organisations across Hong Kong, people who have remained employed are typically staff worth retaining. However, the detrimental impact of downsizing on these employees include a significant increase in workload; feelings of disenchantment with employers; loss of motivation due to uncertainty over the future of their role in the organisation; and a weakening of company culture.

How do contractors help? There are a number of benefits offered by contract resources. Firstly, after the initial ramp-up period contractors can significantly reduce the volume of work being managed by individuals. Secondly, contractors free up high performers to spend more time on strategic initiatives rather than routine tasks. Thirdly, the fact that senior management has invested in additional help sends a clear message to staff that their struggle has been noticed. Last but not least, contractors can provide a much needed lift to morale by bringing fresh ideas into the team.

Hence by utilising contract staff, firms can emerge from the current resource dilemma with a stronger company culture and ideally retain their top performers.

CONTACT US

To discuss your general recruitment needs in the IT technology industry in the commerce sector, please contact:

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Robert Walters is a leading, international recruitment consultancy placing high calibre professionals into permanent, contract and temporary positions at all levels of seniority. In Hong Kong we specialise in the accounting, banking & finance, business support, human resources, information technology, sales & marketing, supply chain, logistics & procurement sectors. With a developed network of offices spanning five continents, we work with leading financial institutions, multinational corporations, smaller enterprises, business start ups and the public sector.

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HOT CANDIDATES IN IT TECHNOLOGY INDUSTRY

A selection of our currently available professionals in the IT technology sector is included below. If you would like to discuss these candidates further, please contact **Nicole Lui** on **+852 2103 5344** or **Daniel Cheah** on **+852 2103 5329**.

REGIONAL IT MANAGER

\$840,000

This candidate has eight years' IT and people management experience with a proven track record of meeting business goals. His role at a leading IT vendor includes responsibility for daily IT operations, result deliverables and fiscal performance to match and exceed the business plan for growth, profit and market share. He saved the firm US\$500k within a 9-month period, and helped reduce the team's operational expenses by 15%. He was also responsible for reducing system application portfolio by 25% in 2006 and 43% in 2007 by consolidating systems and retiring insecure business-owned (shadow) applications. He is a confident individual who is excellent at solving business problems with IT solutions, and fluent in English, Cantonese and Mandarin.

REGIONAL PROJECT MANAGER

\$550,000

This senior IT professional has experience in sourcing/retail, ERP, manufacturing, logistics, SAP and e-commerce, with 10 years' implementation experience. He is strong in systems deployment, systems support, business analysis and process improvement within manufacturing and supply chain management. He has also worked with teams in China, USA, Europe, India and Asia, with a track record in managing IT out-sourcing vendors to provide effective application solutions and support to meet project requirements, deliver business benefit and meet key Service Level Agreement (SLA) targets. He has experience in managing tight deadlines and delivering innovative, flexible applications of project management methodologies. He has also managed SOX IT audit, Disaster Recover Plan (DRP) and Business Impact Assessment (BIA) projects. He is an MBA graduate who is fluent in English, Cantonese and Mandarin.

REGIONAL SAP PROJECT LEAD & QA

\$600,000

This candidate has completed nine full cycle SAP project implementations, with seven years' regional ERP implementation experience in SAP R/3, Business Process Re-engineering and Solution Upgrading. He is certified in key SAP modules - Material Management (MM), Sales & Distribution (SD), Financial Accounting (FI), Services Management (SM) and Business Information Warehouse (BW). He is experienced in SAP ASAP implementation methodology, ABAP workbench, SAPscript, LSMW, BAPI, BADI, ALE, IDOC, RF (Mobile Data Entry). He also has strong SAP Supply Chain Management and Retail Industry Solution experience, and speaks fluent English and Cantonese.

FINDING IT HARD TO SOURCE CONTRACT PROFESSIONALS FOR YOUR BUSINESS REQUIREMENTS?

WE HAVE THE ANSWERS FOR YOU.

In response to volatile market conditions and stringent cost control initiatives, contracting has become a popular staffing solution in Hong Kong. This is part of an overall resourcing strategy by multinationals to employ a flexible talent workforce. At Robert Walters, we have a large selection of high calibre candidates who are immediately available for sales & marketing contract assignments.

For more information or to discuss your temporary recruitment challenges, please contact the Contract Division Manager **Sommer Owens** on **+852 2103 5343** or **sommer.owens@robertwalters.com.hk**

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