JOB DESCRIPTION (JD)
Sun Life Asia Job Evaluation Process

Date:	09-Dec-2023	**Function**	**Information Technology**
Job title:	Associate Manager, Technical Lead	**Manager title:**	

Job purpose

The Tech Lead drives the execution of the technical and architectural decisions made by the team, helping to problem solve and ensuring team members remain invested and collaborate. The Tech Lead often has to help coach developers and may dive into work e.g. helping to pair program or teaching new practices or onboarding a new developer.

Besides, Tech Lead role is analyzing and designing new IT solutions, modifying, enhancing, or adapting existing systems and integrating new features or improvements, all with the aim of improving business efficiency and productivity.

Major accountabilities

Technical leadership • Provide leadership to sub-team members and peers by collaborating with others, articulating ideas and viewpoints to senior management, peers, and others. • Lead or participate in multiple projects by completing technical specification documentation, carry out necessary procedures to ensure the project goes live on schedule. • Drive the resolution of issues and challenges, holding self and team accountable for results. • Manage delivery of tasks within a given timeline, delegating work, and assignments to team members.	30
Resourcefulness • Effective stakeholder and change management to ensure new technologies are effectively adopted. • Handle multiple tasks and priorities effectively to ensure changing business needs and regulations/guidelines are fulfilled while driving products quickly to market. • Ability to work in a fast-paced environment and manage the squad team.	10
Build a High-Performing Team • Analyze team performance, propose recruitment and training of technical personnel. • Build strong relationships between members. • Identify key factors to meet long-term business strategy and propose adjustments if necessary.	10
Innovation • Thinks "out of the box" and develops creative solutions to complex technical and digital platform problems. • Continuously research, identifying business needs, determining, and carrying out necessary processes and practices and competitors in insurance industry. • Propose new ways of working and/or improvements to have continuous efficiency improvements.	10
Delivery and maintenance • Participate in estimating, planning, and implementing projects. • Conducting business and systems process analysis and design at a complex level, focusing on product deliverable, improving code quality of systems. • Stay up to date with customer needs and strategies to optimize business expectations, ensure responsible platforms are operated effectively within limited of resources, promptly resolving any defects and have a quick recovery plan in every situation. • Analysis to detect system vulnerabilities that need to be prioritized for fixing.	40

Specialized knowledge

Technical skills:
- o Proficient and hands on with Spring boot deployment
- o Familiar with cloud solutions like AWS serverless (Step Functions, Lambda, Dynamo DB…)
- o Strong knowledge of software development process, methodologies, test-driven development
- o Strong knowledge of UI development (HTML5, ReactJS / Angular, Bootstrap)
- o Strong knowledge in application architecture, design patterns
- o Strong knowledge of ORM tool (Hibernate, JPA, ActiveMQ etc.)
- o Strong knowledge of web services (Restful, JSON, Soap)
- o Strong knowledge of nosql database and relation database, specifically SQL Server, PostgreSQL…

Strong knowledge in DevOps tools and practices (source control e.g. Git, Bitbucket, SVN, Jira, Jenkins …)

Soft skills:
- o Problem solving
- o Critical thinking
- o Planning
- o Coaching
- o Embraces a culture of trust and complete transparency
- o Promotes free thought and is energized by ideas from others in team
- o Brave and rebellious, willing to challenge status quo
- o English Conversation

Problem solving

- Strong sense of ownership, accountability, broad perspective when solving problems
- Strong customer service orientation
- Be able to facilitate new processes and standards that could impact working environment / culture
- Work effectively both independently and as part of a team, self-motivated and deadline driven
- Be able to work with other teams to achieve goals.

Education and experience

- University degree in IT or equivalent
- At least 5 years' experience of software development

1-2+ years' work experience as Associate Manager / Manager (AM or M) Business System Analyst is advantage.

Communication scope

- Internal – works closely with project team and respective stakeholders to enable communication. Foster interdepartmental cooperation.
- External – establishes and maintains working relationships with technology suppliers, outsourcing vendors. Develop industry-related professional contacts. Actively participates in industry-related seminars and workshop