

# IT Process Quality & Rule Manager

## 工作职责

The IT Process Quality & Rule Manager is responsible for ensuring the quality, effectiveness, and compliance of the organization's IT processes. This role drives the development, implementation, and optimization of IT process governance, quality assurance, and documentation standards in alignment with industry frameworks and best practices.

The role also owns IT Communications, establishing and managing internal communication channels to ensure clarity, consistency, and engagement across the IT organization. Additionally, the role champions continuous improvement initiatives, including the identification and implementation of AI-driven solutions for process optimization.

## Key Responsibilities

- Develop, implement, and maintain IT processes and procedures aligned with industry standards and best practices.
- Guarantee the application of IT process, training, and functional documentation methodologies and standards.
- Drive the alignment and documentation of IT processes for the CT Quality Management System / Integrated Management System.
- Ensure IT process audit readiness for internal and external audits (e.g., ISO, TISAX).
- Support Competence Centers and regions in evaluating and designing data-driven process improvement measures.
- Optimize IT onboarding and offboarding processes, including digital workplace readiness.
- Manage official IT communications, including newsletters, Teams channels, IT intranet, and other internal communication presences.
- Identify and implement AI solutions for process quality, documentation automation, and compliance analysis.

## 职位要求

- Academic degree in Computer Science, Information Technology, Industrial Engineering, Business Management, or related field
- Certification in ITIL, Six Sigma, or other relevant quality management methodologies is a plus
- 3-5 years of experience in IT process management, quality assurance, IT governance, or related field
- Proven experience in developing, implementing, and optimizing IT processes and procedures
- Experience with collaboration and communication platforms
- Strong communication and interpersonal skills with the ability to collaborate effectively with cross-functional teams
- Familiarity with automation and AI concepts in an IT enterprise or process quality context



职位号码  
**REF96595K**

所在地  
**Taguig City**

领导力级别  
个人贡献者

工作场所灵活度  
混合式办公

法律实体名称  
**Continental Global Business Services Manila, Inc.**

我们可以提供

- Hybrid work setup
- HMO upon hire
- Values-based culture
- Work-life balance
- Learning Opportunities

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