As a Business Analyst you will work on a variety of projects or business change programmes in order to drive growth or deliver improvements for the organisation. Working across technical teams and the wider business, you will gather and refine the requirements from users and propose innovative business solutions.

You will develop a deep understanding of the business in order to ensure you are aligned with the organisation’s strategic goals, have strong stakeholder management skills, and be able to speak confidently about both technology and business challenges.

The work of a Business Analyst is varied and will have a major impact on the organisation. It is ideal for those who enjoy finding solutions to issues through analysis, creative thinking and teamwork.

You are:
- Confident with a can-do attitude
- A practical and analytical thinker
- Motivated by improving business processes
- Highly organised and able to work under pressure
- A people person with excellent communication skills
Deep Bachu

Business Management Analyst, placed at HSBC

"My day to day activities vary a lot. Part of the role includes financial forecasting and different types of analysis but I also have a big creative component as I am designing specific tools using Excel, VBA and Power BI. My role is to analyse a process and think of ways to streamline and improve it."

Carlie Lam

Business Analyst, placed at CLP

"My manager is very supportive and gave me many opportunities during this on site period. Apart from learning new software, I also learnt to communicate and negotiate with different departments and vendors. Recently, I was sent to Australia for a business event. Being able to participate in the company’s conversations helped me to understand more about the industry and what it values."

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#FDMcareers
As an IT Service Management (ITSM) analyst you will manage IT systems and applications ensuring availability, and are often involved with a blend of programing and administration. You will work with various stakeholders to deal with technical issues by analysing, diagnosing and then either solving or referring them. The role incorporates a balance of technical expertise, business knowledge, analytical ability and excellent communication skills.

Your day-to-day role will be very varied. It can incorporate the following responsibilities; ensuring an application or piece of software is ready for the live environment, providing assistance to clients regarding incidents, working with the DevOps team in creating and managing infrastructures or migrating applications from physical data centres to the cloud.

The role of an ITSM analyst is essential in ensuring the smooth running of the business and the ability to remain calm will help you succeed in this role.

Opportunity to gain ITIL Foundation Certification in IT Service Management

You are:
- Motivated by fast-paced working environments
- Able to remain composed and calm when under pressure
- An excellent communicator with strong interpersonal skills
- Equipped with a “Technician” mind-set, curious about how things work
Shannon Smith
IT Service Management Analyst, placed at Virgin Money

“ My role involves many different tasks, so no two days are the same. I look after the website infrastructure, which includes deploying code, patching servers, maintaining software, as well as general problem solving when things go wrong. The role is creative and it is very satisfying to see my work making a difference. The biggest surprise about my role was how broad it is and how much experience you can gain - you are continuously adding to your development. ”

Vaiolingi Foliaki
IT Service Management Analyst, placed at HSBC

“ Being part of the HSBC Desktop Team, my primary role is IT support to staff within the bank. The main tools that I use in my role are customer service and IT problem-solving skills. Recently, I have been given the opportunity to work as IT Support on the Global Markets trade floor, this has given me experience within another area of the IT spectrum. This is a more pressurised and complex IT environment to adapt to. FDM has tailored my skillset towards these IT opportunities and I would not have been able to achieve without the training. ”
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#FDMcareers
As a Project Support Officer (PSO) you will play a pivotal role, supporting portfolio leads as well as programme and project managers, to ensure that projects are successful and business change is delivered effectively. Your duties may include project planning, risk assessments, preparing progress reports, monitoring project schedules and budgets and liaising with people across the business.

All projects are different and therefore your duties and responsibilities will vary so you must be resilient and adaptable to meet challenging demands. The role of a PSO is an excellent place to begin your tech career as you'll be able to support senior executives with a view to growing into their roles and taking on more responsibility.

You will be someone who is highly organised, adaptable and methodical in your approach. You will enjoy working with a large number of stakeholders across the business and will have excellent communication and people skills.

Opportunity to gain Certification in PRINCE2

You are:
- Resilient in high-pressure situations
- Highly organised with strong attention to detail
- Able to motivate a team with excellent interpersonal skills
- Confident dealing with stakeholders across departments and at all levels
- Flexible in your approach and able to use your initiative to solve problems
Lauren Carruthers  
Project Support Officer, placed at RBC

I help with recoveries on projects with millions of dollars of funding. It can be very intense but being given this responsibility has made me prove to myself that I can do this.

Pralin Mehta  
Project Support Officer, placed at Virgin Media

My current role plays to my strengths of being analytical, solving problems creatively and using tools like Microsoft Excel and PowerPoint effectively. I really enjoy getting to meet and communicate with various team members across the business, which helps to broaden my network.

James Chau  
Project Support Officer, placed at BNP Paribas

There are three major tasks that I complete every day. Firstly, in terms of Project and Portfolio Management, I provide assistance and control throughout the project lifecycle or different projects, from project initiation to project closure. In addition to this, I produce the monthly KPI dashboard and financial reports to senior management on departmental costs and headcount. Finally, I manage ad-hoc in-house projects such as the SLA management project (to clean up and maintain ITO SLA repository) and the Green project (to reduce paper consumption in the ITO department).
Software Developers are integral to delivering technology solutions and during your training at FDM you will learn how to write code that is modular, robust and scalable.

Your role will be varied and will require you to work across a number of projects. You will gather requirements, analyse user needs, design and develop the software solution and document each stage of the process, all whilst collaborating with a number of stakeholders throughout the business.

A career in software development suits those who enjoy applying their technical and creative mind to find solutions to problems. Your skills will be transferable across all sectors and this highly sought after skillset brings with it many exciting opportunities for career progression and development.

You are:
- Passionate about tech
- Analytical and curious
- A creative problem solver
- Attentive with good attention to detail
- Eager to learn new software languages
- A clear communicator with both technical and non-technical people
Swetha Thanabalasingam
Software Developer, placed at Companies House

“ My current placement has been extremely beneficial for myself as both a developer and as a person working in the IT industry. I have gained a lot of knowledge and skills but the best part has been the exposure I have had to different languages and systems.”

Alex Norman
MuleSoft Developer, FDM Alumnus

“ I like to think of my job as being paid to think; I love the challenge and the buzz of solving a very technical problem that has been causing issues for other developers.”

Ilham Salleh
Software Developer, placed at Standard Chartered Bank

“ At Murex, I was a support analyst, working with clients in the back office departments of a few banks. Then I moved to Standard Chartered in 2017 and have been responsible for setting up and writing DevOps tools for my team. I know it would have been difficult for me to have gained such a varied experience in the course of two years, were it not for FDM.”

Apply online
fdmgroup.com

#FDMcareers
Project Support Officer

Job description

As an FDM consultant, you could be working with our clients across a number of functions and departments in order to help them achieve their business objectives. You will receive full training at the FDM academy, as well as ongoing professional development and support, to ensure you are able to start making a difference from day one!

FDM Group is a FTSE 250 award-winning employer that recruits, trains and deploys talent globally. We are the UK’s leading IT graduate employer, working with some of the world’s most reputable organisations including CLP, Allianz and BOC to name a few.

As a Project Support Officer (PSO) you will play a pivotal role, supporting the project manager and the wider team to ensure that the project is a success. This is a very busy and varied role and your duties may include project planning, risk assessments, preparing progress reports, monitoring project schedules and budgets and liaising with key stakeholders. All projects are different and therefore the tasks of a PSO will vary so you must be resilient and adaptable to meet challenging demands.

The training will take place in the FDM Hong Kong academy, situated at our beautiful office along Victoria Harbour and includes the opportunity to receive industry-recognised qualifications such as the ITIL Foundation Certification in IT Service Management.

Once you have completed training, you will work with one or more of our clients in Hong Kong for a minimum of two years. After the two years, you can remain with FDM or you may have the opportunity to transition to an in house role at FDM or to carry on working with the client as a member of their permanent team.

What we offer you:

- Industry recognised training and qualifications
- Key skills development e.g. stakeholder management, communication, planning and Microsoft Excel
- A minimum of two years commercial experience working with some of the world’s most reputable organisations
- Mentoring and on-going support throughout your career with FDM

Essential experience and skills required:

- Eligible to work in Hong Kong
- Excellent communication skills in English and an ability to build relationships
- Ambitious, with a drive to succeed within the technology industry
- Graduates with a 2:2 or higher within a STEM field (Science, Technology, Engineering or Maths)
- Strong analytical ability and problem solving skills
- Good decision making skills within fast-paced environments
- Be able to commit to a two-year contract with FDM upon completion of the training period

Desirable but not required:

- Fluency in Cantonese or Mandarin

Whether you’ve been studying for a role in the technology industry or not, we have exciting opportunities available for you. We have multiple start dates all year round, so why not make an application today? Click to apply for the FDM graduate programme. If successful, you will be able to specify your interest for this particular role at a later point in the application process.

With the world at your fingertips, all you have to do is apply today at https://www.fdmgroup.com/en-hk/hk-apply/
Software Developer

Job description

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As a software developer you will be key to delivering technology solutions. This is an exciting role where you will collaborate with numerous stakeholders throughout the business while gathering requirements, analysing user needs and designing as well as developing software solutions.

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IT Service Management

Job description

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As an IT Service Management Analyst your role will be key in keeping business systems running and continually investigating ways to improve performance and users experience with the. Your daily tasks will vary giving you a wealth of experience in application support, creating and managing infrastructures or migrating applications from physical data centres to the cloud, to mention a few.

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