



## PR/157828 | MANAGER– DIGITAL BUSINESS & CORPORATE SUPPORT (DBC)

### Job Information

**Recruiter**

JAC Recruitment Malaysia

**Job ID**

1512213

**Industry**

Railway, Airline, Other Transport

**Job Type**

Permanent Full-time

**Location**

Malaysia

**Salary**

Negotiable, based on experience

**Refreshed**

December 24th, 2024 10:28

### General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Business Level

**Minimum Education Level**

Associate Degree/Diploma

**Visa Status**

No permission to work in Japan required

### Job Description

**PRINCIPAL ACCOUNTABILITIES:**

- 1) Plan and manage the overall lifecycle of end user devices and IT assets (such as PCs, accessories & peripherals, software licenses, etc.) to ensure efficient and cost-effective utilisation of IT resources. Encompasses the processes of procurement, contract management, and renewal.
- 2) Plan and manage the end user on-site technical support team, monitoring work performance and response time to ensure the required technical support are given to the end users.
- 3) Develop both technical and soft skills that team members need to perform current tasks for sustainability and continuous improvement.
- 4) Embed governance and security considerations and practices into the provisioning and technical support processes to ensure proper IT governance and secure computing environment.
- 5) Ensure that all physical and electronic assets are properly documented to ensure the best use of IT assets and lifecycle management without affecting service levels. The creation and upkeep of documentation for IT systems, support processes, and user guides is essential for facilitating knowledge sharing and efficient problem resolution

- 6) Evaluate industry technology trends and market offerings to enhance the facility, capabilities, and level of services provided to end users and the organisation.
- 7) Preparing and managing the budget for IT requirements, including forecasting and cost control.
- 8) Vendor management, developing and maintaining relationships with vendors and negotiating contracts for hardware, software, and support services.
- 9) Collaborating with other IT professionals and departments to align support services with broader IT and organisational goals. Includes designing and reviewing standard operating procedures (SOPs) and policies to ensure adherence and compliance.
- 10) Overseeing the execution of projects to ensure that all deliverables and design documentation are completed as per the requirements.
- 11) Offer assistance and support to the fibre network operations centre (NOC) team as needed

**QUALIFICATIONS, EXPERIENCE, SKILLS AND COMPETENCY:**

- Bachelor Degree in IT, ICT, MIS, Computer Engineering or related with minimum of seven (7) years related working experience.
- Experience in IT operations such as end user technical support, networking or call centre/NOC.
- Strong leadership skills with the ability to oversee and direct a team.
- Excellent communication and relationship-building skills.
- Certified in ITIL, CompTIA or relevant qualification would be an added advantage
- **ONLY FOR MALAYSIA Candidate**

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Company Description