



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

Job Information

Recruiter

JAC Recruitment Malaysia

Job ID

1536493

Industry

Railway, Airline, Other Transport

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

April 30th, 2025 16:01

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**

Company Description