



PR/097216 | Manager, Service Assurance, Data Centre

Job Information

Recruiter

JAC Recruitment Singapore

Job ID

1599679

Industry

IT Consulting

Job Type

Permanent Full-time

Location

Singapore

Salary

Negotiable, based on experience

Refreshed

June 26th, 2026 11:50

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Fluent

Minimum Japanese Level

Basic

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Manager, Service Assurance (Group Data Centre Operations) Role Overview

We are seeking a Manager, Service Assurance to join a Group Data Centre Operations Audit team. This role is responsible for driving operational governance, audit, and process excellence across regional data centre operations.

The successful candidate will focus on ensuring consistency, compliance, and quality of operational processes, working closely with stakeholders across APAC. This is a non-hands-on technical role, requiring strong expertise in audit, process control, and service management frameworks within data centre or IT operations environments.

Key Responsibilities 1. Audit & Compliance

- Lead and perform independent audits of data centre operational processes across APAC
- Assess adherence to standard operating procedures (SOPs), controls, and governance frameworks
- Identify process gaps, risks, and areas of non-compliance, and recommend corrective actions
- Prepare audit reports and present findings to senior stakeholders

2. Process Governance & Service Assurance

- Establish and maintain process governance frameworks across data centre operations
- Ensure consistent implementation of operational processes across regions
- Drive process standardization, quality control, and continuous improvement initiatives
- Develop and enhance policies, procedures, and best practices

3. Operational Excellence & Continuous Improvement

- Evaluate existing workflows and identify opportunities for efficiency and quality improvements
- Implement process optimization initiatives aligned with business and operational goals
- Promote a culture of continuous improvement and operational discipline

4. Stakeholder Management (Regional)

- Collaborate with regional data centre operations teams across APAC
- Act as a key liaison between audit, operations, and leadership teams
- Provide guidance and ensure alignment with group-level standards and expectations
- Support cross-regional initiatives and drive adoption of governance frameworks

5. Service Management & Controls

- Ensure effective implementation of IT service management practices, including:
 - Incident Management
 - Change Management
 - Problem Management
- Monitor process effectiveness and ensure compliance with service level agreements (SLAs)

Key Requirements

- Minimum 6–10+ years of experience in:
 - Data Centre Operations / IT Operations
 - IT Audit / Process Governance / Service Assurance
- Proven experience in leading audits independently
- Strong background in process control, quality management, and governance frameworks

Technical & Functional Knowledge

- Solid understanding of:
 - Data centre operations environment
 - ITIL processes (Incident, Change, Problem Management)
 - Audit and compliance practices
- Experience in process improvement methodologies (e.g., Lean, Six Sigma) is advantageous

Skills & Competencies

- Strong analytical and problem-solving skills
- Excellent stakeholder management and communication skills
- Ability to work independently in a lean team structure
- High attention to detail with a focus on process quality and consistency

Additional Requirements

- Willingness to travel within APAC periodically
- Proficiency in Japanese, Korean, or Bahasa is a plus

Working Arrangement

- Hybrid working arrangement
- Standard working hours: Monday to Friday

Jaspreet Kaur Sran (R22109724)

JAC Recruitment Pte. Ltd. (90C3026)

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Company Description