



CR/097379 | Senior IT Service manager

Job Information

Recruiter

JAC Recruitment Singapore

Job ID

1602403

Industry

IT Consulting

Job Type

Contract

Location

Singapore

Salary

Negotiable, based on experience

Refreshed

August 25th, 2026 02:00

General Requirements

Minimum Experience Level

Over 10 years

Career Level

Mid Career

Minimum English Level

Fluent

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

COMPANY OVERVIEW

A well-established technology services company delivering IT solutions, infrastructure support, and outsourced operational services. It works with clients across various sectors to enhance efficiency and strengthen digital capabilities.

This is a 12-month agency contract role (extendable / renewable)

JOB RESPONSIBILITIES

- Own the operational support and service performance of business-critical banking applications.
- Lead incident management, root cause analysis, escalations, and timely resolution of production issues.
- Work closely with development, infrastructure, vendors, and business teams to ensure end-to-end service delivery.
- Drive ITSM best practices, service improvements, process standardization, and SLA governance.

- Manage service catalogues, service continuity, and operational readiness across production environments.
- Lead and develop support teams, ensuring high service quality and operational excellence.
- Monitor service metrics, identify improvement opportunities, and drive service transformation initiatives.
- Act as the key liaison between business users, regional/global teams, and senior stakeholders to ensure effective communication and alignment.

JOB REQUIREMENTS

- Degree in IT, Computer Science, or a related field.
- Atleast 10 years of experience in IT Service Management, Application Support, or Production Support within banking/financial services.
- Strong experience supporting critical banking applications, transaction systems, and customer-facing platforms.
- Hands-on knowledge of ITSM processes including Incident, Problem, Change, Request, SLA, and Service Continuity Management.
- Experience with ServiceNow, JIRA, or similar service management tools.
- Proven leadership experience managing L1/L2 support teams, major incidents, and cross-functional stakeholders.
- Strong understanding of banking operations, service delivery, and operational resilience.
- Excellent stakeholder management, communication, and vendor management skills.
- ITIL certification is good to have.

Interested candidates who wish to apply for the above positions, please click "Apply now".

We regret that only shortlisted candidates will be notified.

Working Location: Singapore

Bhadoria Shilpalekha Vikas (R1876178)

JAC Recruitment Pte. Ltd. (90C3026)

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Company Description