

PR/097721 | Technology Director (Retail & Digital)

Job Information

Recruiter
JAC Recruitment Singapore

Job ID
1616034

Industry
IT Consulting

Job Type
Permanent Full-time

Location
Singapore

Salary
Negotiable, based on experience

Refreshed
November 17th, 2026 07:00

General Requirements

Minimum Experience Level
Over 10 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
None

Minimum Education Level
Associate Degree/Diploma

Visa Status
No permission to work in Japan required

Job Description

JOB RESPONSIBILITIES

- Own and drive the organization's IT strategy, technology roadmap, and digital transformation agenda, ensuring alignment with business growth, omnichannel retail expansion, and operational objectives.
- Lead and manage the end-to-end technology function, including Applications, Data & Analytics, AI, Cybersecurity, Infrastructure, Software Engineering, and E-Commerce.
- Define the IT operating model, technology organization structure, talent strategy, and succession planning across all technology domains.
- Lead enterprise architecture initiatives, ensuring scalable, secure, and integrated technology platforms across the business.
- Oversee SAP S/4HANA and its integration with POS, MPOS, CRM, e-commerce, warehouse management, supply chain, and marketplace platforms.

- Govern the full lifecycle of enterprise applications, including SAP, POS, MPOS, CRM, Salesforce Commerce Cloud, customer data platforms (CDP), and digital commerce solutions.
- Establish and enforce enterprise data governance, data quality, security, reporting, and analytics standards.
- Lead Data Science, Data Engineering, BI, and Analytics teams to deliver advanced analytics, forecasting models, customer personalization, business insights, and operational optimization.
- Define and govern AI strategy, including GenAI adoption, AI governance frameworks, security controls, and enterprise productivity tools.
- Lead the development and operation of e-commerce platforms, mobile applications, websites, omnichannel capabilities, CRM, loyalty, and customer engagement solutions.
- Ensure the availability, resilience, and performance of mission-critical systems, including SAP, POS, and digital commerce platforms.
- Drive cybersecurity strategy, secure-by-design practices, risk management, compliance, disaster recovery, business continuity, and infrastructure resilience.
- Oversee software engineering, application development, integrations, DevOps, open-source adoption, code quality, and secure development practices.
- Lead strategic technology programs and vendor management, ensuring successful project delivery, cost optimization, governance, and measurable business value.

JOB REQUIREMENTS

- Bachelor's degree in Information Technology, Computer Science, Engineering, or a related discipline.
- Proven experience leading a large-scale technology organization as an IT Director, Head of Technology, CIO, or equivalent leadership role.
- Mandatory experience within the retail, omnichannel retail, consumer, e-commerce, FMCG, or closely related industry.
- Demonstrated track record of owning and executing enterprise IT strategy, digital transformation, and technology modernization initiatives.
- Strong experience managing multiple technology functions, including Applications, Data & Analytics, AI, Cybersecurity, Infrastructure, Software Engineering, and E-Commerce.
- Hands-on experience with SAP S/4HANA ecosystems, enterprise applications, systems integration, POS, CRM, warehouse, supply chain, and digital commerce platforms.
- Deep understanding of enterprise architecture, application governance, cloud technologies, systems scalability, and integration frameworks.
- Experience leading Data Science, Data Engineering, BI, Analytics, and AI initiatives, including data governance and GenAI adoption.
- Strong knowledge of cybersecurity, risk management, compliance frameworks, business continuity, and disaster recovery planning.
- Experience leading large technology transformation programs, managing external vendors, and delivering projects within budget and timelines.
- Strong stakeholder management, people leadership, organisational development, and change management capabilities.
- Excellent commercial acumen with the ability to optimise technology investments and deliver measurable business outcomes.

Working Location: Singapore

Syahirah Binte Ahmad Ja'afar (R22105331)
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Company Description