



CR/097379 | Senior IT Service manager

募集職種

人材紹介会社

ジェイ エイ シー リクルートメント シンガポール

求人ID

1602403

業種

ITコンサルティング

雇用形態

契約

勤務地

シンガポール

給与

経験考慮の上、応相談

更新日

2026年08月25日 02:00

応募必要条件

職務経験

10年以上

キャリアレベル

中途経験者レベル

英語レベル

流暢

日本語レベル

無し

最終学歴

短大卒：準学士号

現在のビザ

日本での就労許可は必要ありません

募集要項

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)

#LI-JACSG

#countrysingapore

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会社説明