Job Description	
Position	Head, IT Operations
Department	IT Operations
Division	Information Services

Summary of responsibilities

The Head of IT Operations plays a significant role in designing and developing IT Operations Strategy and Framework as well as driving operation excellence for all business systems through process and uptime optimisation to ensure business continuity. This includes effective management of Data Centre and prevention/management of operational risk through disaster recovery setup.

This job requires a comprehensive understanding of interdependency of various business functions within the organisation as well as external vendors/customers to continually uplift operational/service excellence. It's important to have a basic understanding of the Financial and Technology sectors as well as the commercial awareness.

The sustainable quality results should be achieved through a holistic integration of people, process and technology by establishing and sustaining effective policy and procedure, succession talent management, technology plan. Hence, this role requires a Subject Matter Expert (SME) in IT Operations and Service Management as well as a strategic steward and credible activist to scale the implementation of operational excellence practices effectively and economically through building a high performing ITO team.

This role is highly accountable for operational excellence through intra- and inter-divisional collaborations. As a senior leader, it's important that he/she inspires and enlists others towards shared vision, enable team members, continuously challenge the status quo for improvement, walk the talk and encourage hearts. Work at both high and low level collaboratively with team members and key work partners.

Key Areas of Responsibilities

- To ensure the setup, operations and maintenance of all system is in accordance to the approved business strategies, plans, service level and adhere to the Enterprise Wide Information Security Policy (EWISP).
- To ensure the 1st level support to the system and application problems in Production environment being performed in an efficient and effective manner.
- Lead the team to periodically review commercially-available technology to determine whether it is cost effective for PayNet to upgrade the IT infrastructure to improve reliability, improve quality of service, or reduce cost.
- Lead continuous improvement activities on data centre, helpdesk, system, database and network operations.
- Coordinate activities with participating financial institutions and vendors during any implementation and improvement of the system/network setup and business applications enhancement.
- Provides consulting and technical assistance to the users and user department managers in relation to the system and network setup and day-to-day operations.
- Oversee and manages, where applicable, the project activities in relation to system, database and network infrastructure with other departments.
- To coordinate any disaster recovery activities within PayNet, the Financial Institutions and service

providers.
- To oversee, maintain and ensure the readiness of the Disaster Recovery Centre (DRC).
- To provide technical consultancy and quality assurance services with related to IT operations and infrastructure in complementing the Business team and users from other departments to introduce any new services or system.
- Review maintenance agreements related to system hardware and application facilities and data centre support facilities.
- To lead the documentation of the design and development work which related to the system, database and network infrastructure, in research of approach, standards, guidelines as well as the relevant manuals.
- Evaluates, selects/ recommend and implements reliable system / network software to aid in support tasks.
- To manage the standard of any system and application migration including testing to ensure the changes are operating in a manner in-line with the Change Management procedures, project requirements and related documents.
- centre support facilities and software such that only changes authorized by the Management are made.
- To provide to the Management and Bank Negara Malaysia the monthly performance reports including the transaction volume for all business system, system availability and utilization.
- Prepare necessary paper/proposal for the department to the Management, Strategic & Business Committee and Board of Directors.
- Ensure proper development of knowledge and skills of technical support staff.
- Assist the Management in establishing goals and strategies for department and ensure those are clearly communicated to the all staff.
- Prepare, co-ordinate and monitor the department's budget and monitor budget usage.
- Communicate clear and specific performance expectations and measures of success to subordinates; inclusive of explaining business unit goals and results, and how their contributions made a difference.
- Provide candid performance feedback to subordinates and peers (as applicable).
- Ensure breadth and depth of talent in department is improved continuously, through training, coaching, mentoring and performance feedback.
- Conduct formal reviews to appraise performance, plan career and professional development, and discuss compensation as per the guidelines and practices of the Company.
- To lead exploration on new digital technologies that can help propel PayNet business and increase revenue generation.
- To provide ideas and insight on new ways to solve things which brings more efficiency and productivity.
- Ensures the regular performance of the business risk assessment for the systems under the management purview, including a review of the information security risk.
- Ensures all new systems have been evaluated for risk and provides or recommends final acceptance of the risk position before going 'live'.
- Review and approves all requests for access to systems or data by internal or external parties.
- Prepare relevant reports to the Management, Executive Committee and Board of Directors.
- Actively participate in all Business Continuity Management activities including Disaster Recovery.
- Attend to in a timely manner any other duties and responsibilities as assigned by Head of Division.

QUALIFICATIONS

MINIMUM QUALIFICATIONS

- Bachelor's Degree in Computer Science, Information Systems Technology, or Software Engineering
- Minimum 10 years relevant experience in Information Technology with proven technical capabilities in IT Operations, Service Management, and/or Data Centre Management
- Relevant work experience in the Financial Services and/or Technology sectors would be an added advantage
- Excellent leadership skills in building a high performing team and effective communication skills in both English and Bahasa Malaysia
- Supreme attention to detail and analytical, critical thinking and problem-solving skills, self-driven and quality results oriented
- Strategic in planning and organising, effective interpersonal and project management skills

TECHNICAL QUALIFICATIONS

- Stay ahead of emerging technologies and trends with broad understanding of computer systems and software standards
- Detailed oriented and adept at anticipating user behaviour and innovative in identifying opportunities for improvement/problem-solving
- Technical knowledge and skills in Software Engineering will be an added advantage