

Manager, IT

To achieve seamless and round-the-clock world class service to our guests, we are looking for an innovative, proactive and detail- & service- oriented individual to drive Jewel Changi Airport's digital and web initiatives.

The candidate will lead a team to plan and perform technical assessments, user requirement gathering, strategic planning, project management and program deployment.

The candidate should possess strong interpersonal and communication skills; rejoice in enabling others to succeed; have an insatiable passion for new IT technologies; and strong business acumen to understand and work with business stakeholders within and outside of the organisation. He/she should exercise strong leadership, team spirit and sense of responsibility, good at discovering and solving complex problems.

Key roles & responsibilities of the candidate will include:

1. Lead a fast-paced IT team that is responsible for managing internal & external stakeholders' relationship in achieving common outcomes and stretched goals.
2. Perform, review and enhance business and IT systems & processes as part of continual improvement.
3. Establish the related key performance indicators (KPIs) and work with the business units & appointed vendors to track & monitor them accordingly.
4. Champion initiatives and work with appointed vendors & related digital agencies in implementing web, mobile, point-of-sales, customer loyalty & content management related applications.
5. Communicate with internal & external partners and perform proper project & change management to ensure deployments meet technical, functional, performance and business requirements.
6. Work closely with various stakeholders, both internal and external, to develop in-depth business & operational insights using various analytics tools.
7. Promote a strong reliability culture by partnering with application development, data engineering, security, and architecture teams to identify and resolve operational problems.

Pre-requisites:

1. Have a degree in the IT field and at least 6 – 8 years of relevant working experience in the related technical domains and industry. Part of it should be in an end-user environment, preferably in established organisations with customer-fronting business critical IT systems.
2. Broad experience and understanding in enterprise IT solutions such as enterprise portal, web & mobile applications, point-of-sales, customer relationship management, customer loyalty, content management and API services application development.
3. Strong analytical, project management and communications skills, and self-motivated.