Job Title: Executive/Senior Executive, Technology

Reporting Officer	Manager, User Experience (Retail Experience – Technology)

Job Description

We are seeking passionate individual to equip Jewel with the right technology solutions to

1. enhance our guest experience; and
2. improve Operational Efficiency and Productivity.

You will be responsible for the project management of digital initiatives (not limited to WiFi/Networking, Mobile App and Digital Kiosk) within Jewel. In this role, you will collaborate with business counterparts and partners during projects.

The ability to understand both business and technical aspects, and proven execution skills are important aspects of the role, along with exceptional communication skills and leadership abilities.

The role is suitable for someone who is self-motivated, passionate about continuous improvement, has perseverance in solving problems, and with strong analytical skills.

- Be the voice of the guest and make use of guest journey mapping tools to ensure a usable and engaging guest journey for the solutioning.
- Manage the entire project and product lifecycle: budgeting, requirements discovery, functional solutioning, UI UX, project execution, UAT testing, production deployment, BAU support and enhancement.
  - o Work and communicate with stakeholders to identify business/consumer pain points and opportunities, propose analytical approaches, data and technology requirements, and formalize it into a project. The solutions include but not limited to business process automation, descriptive analytics and advanced analytics.
  - o Manage the overall Product Roadmap and prioritize product features in a way that balances business priorities and technical dependencies
  - o Tracking of deliverables and ensure the projects are executed within budget and schedules with quality standards.
  - o Implement and manage maintenance contracts to ensure that contractual service-level agreement (SLA) are met and minimal disruptions to operations.
- Perform any other duties as required from time to time.

Skills/Knowledge Required

- Bachelor's Degree in Information Systems/Business IT or related disciplines (Fresh Grads are welcomed)
- Self-motivated, able to work under pressure in a collaborative environment
- Ability to think strategically and detail-oriented to drive execution of specific initiatives
- Good communication and interpersonal skills and able to interface internal and external stakeholders
- Functional experience: design thinking methodology, customer journey mapping tools, prototyping, usability research is an advantage
- Technology experience: solution architecture, infrastructure, security, systems integration, mobile applications, Data Visualization (Tableau), content management systems and IT Operations will have added advantage.