Unitalent
21-2 Jalan Putra Mahkota 7/7B
47650 Subang Jaya, Selangor, Malaysia
Tel: +6012-5227761
Website: www.unitalentcareer.com
Email: resume@unitalentcareer.com
JTK Licence : JTKSM014

VACANCY NOTICE

POSITION : MANAGER - TECHNOLOGY DELIVERY & CUSTOMER SUPPORT
LOCATION : Kuching, Sarawak (Malaysia)
INDUSTRY : Education
TYPE : Fixed Term Contract
REF : C27042026/IT

JOB SUMMARY

The Manager, Technology Delivery & Customer Support role is responsible for leading the effective Technology Delivery, optimisation, and continuous improvement of technology services within the IT unit across the University. Reporting directly to the Director, Information Technology, this position ensures strong cross-university alignment, coordinated execution of IT applications and systems initiatives, support for digital transformation priorities, clear communication of progress, and proactive identification of risks and emerging issues. The role also oversees the delivery of high-quality IT customer support to ensure a consistent, responsive, and user-centred technology experience.

The role provides strategic direction within Technology Delivery, IT Customer Support, ensuring that Technology Delivery & Customer Support are reliable, secure, scalable, and aligned with the University's strategic objectives.

1. **Administrative**
   - Manage the administrative OPEX and CAPEX for Technology Delivery and Customer Support in close collaboration with IT Administration. All recommendations and improvement initiatives shall be developed in consultation with the Director, IT.

2. **Technology Delivery Management**
   - Provide strategic direction to support University growth through the efficient utilisation and optimisation of IT resources.
   - Lead the planning, management, and delivery of Technology Delivery & Customer Support team, including enterprise systems, applications development and user support.
   - Ensure technology solutions are effectively designed, implemented, integrated, and maintained to meet academic and administrative needs.

3. **IT Customer Support Management**
   - Manage for the IT Customer Support function to ensure a seamless, high-quality support experience for all staff and students.
   - Oversee end-to-end service desk operations, including incident and request management, service performance, process optimisation, and continuous improvement initiatives.
   - Direct the planning, governance, and lifecycle management of IT assets, ensuring accuracy, accountability, and alignment with organisational policies.
   - Manage the delivery of campus-wide end-user support services, including helpdesk operations, endpoint management, and audiovisual/telecommunication support.
   - Ensure the effective operation and utilisation of computer laboratories, teaching spaces, and collaboration technologies across the University.
   - Lead service quality initiatives such as user satisfaction assessments, data-driven reporting, and service enhancement strategies.
   - Oversee IT Customer Support planning and execution for University events, ensuring reliable and responsive technical service.
   - Govern software licensing, compliance management, and the deployment of academic and teaching software.

- Drive team development, resource planning, and operational excellence within the IT Customer Support.

4. Digital & Enterprise Systems and Applications

- Provide expert guidance in selecting, implementing, integrating, and managing digital and enterprise systems and applications.
- Ensure applications support academic programs, research, administration, and student services effectively and securely.

5. Policy, Governance & Strategic Alignment

- Develop, review, and maintain Application policies, procedures, and governance frameworks.
- Ensure alignment with University strategies and promote organisation-wide understanding and compliance.

6. Cross function Initiatives

- Provide oversight of key technology Strategy Delivery Initiatives, ensuring successful implementation, budget adherence, and alignment with institutional priorities.
- Coordinate cross-functional teams to deliver technology-enabled improvements.

7. Vendor, Procurement & Contract Management

- Manage vendor relationships, procurement processes, contract negotiations, and performance monitoring.
- Ensure service providers deliver value for money and meet agreed service standards.

8. Executive Communication & Reporting

- Maintain structured communication with the Director, IT, ensuring visibility of priorities, risks, performance, and issues.
- Prepare reports, dashboards, and recommendations to support decision-making and informed oversight.

Key Responsibilities Areas

The Key Responsibility Areas (KRAs) are the major outputs for which the position is responsible and are not a comprehensive statement of the position activities.

1) Technology Delivery & Customer Support Management

- Provide strong technical and management direction, and expertise in the area of Technology Delivery & Customer Support management to the IT unit and the University to ensure that its setting professional standard/goals, policies and operations are supported effectively and efficiently.
- Develop and prioritise Technology Delivery & Customer Support strategies to meet the growing needs of the University in both administrative and academic areas.
- Manage and carry out digital transformation projects for the University including technology delivery planning, development, execution, Customer Support and progress reporting and etc. Ensure operation excellence in Technology Delivery & Customer Support.
- The Manager, Technology Delivery & Customer Support, shall evaluate the performance and effectiveness of all areas under their control and drive continuous improvement initiatives.
- Provide advisory support in the evaluation, selection, and implementation of Digital and Enterprise mission-critical applications, as well as Customer Support solutions.
- Develops annual and mid- to long-term within Technology Delivery & Customer Support departmental budgets for operational and capital expenditures, ensuring sustainable resource planning.
- All recommendations and improvement actions shall be developed in consultation with the Director, IT.

2) Policy & Planning

- Assist and support the Director, Information Technology, to implement and to ensure compliance with all the policies/procedure/work instruction/forms/ materials relating to Information Technology.

3) Resource Management

- Ensure that accurate information is available for use by the Executive Group, Board Committees, Board of Directors and University Council.
- Be proactive in finding solutions for any problems relating to Technology Delivery & Customer Support matters and improve on work processes.
- Ensure resources, both financial and human capital, are planned, managed,and prioritise effectively, and strategically.

4) Liaison and Interaction

- Liaise with relevant government authorities and statutory bodies in complying with the rules and regulations.
- Liaise, and interact with other external parties such as contractors and vendors, on relevant matters.
- Ensure able to negotiate with external parties such as contractors and vendors, so as to obtain the best value in services and products.
- Ensure good communication interaction with internal parties, and stakeholders to ensure issues are actively managed and resolved, including within own department.
- The appointment of any new vendors shall be undertaken in consultation with the Director, IT to ensure alignment with departmental objectives and priorities.

5) Customer Service

- Collaborate with internal and external customers to better understand, anticipate and meet the current and future needs of the branch campus University and its students in accordance with organisational expectations.
- Implement high quality processes that document, assess, improve and deliver favourable service performance.
- Be accessible for client enquiries; and respond to clients in a timely manner.
- Ensure the staff provide a friendly, helpful and responsive service to internal and external customers.
- Provide accurate information, educate and advise the staff on the department policies and procedures.
- Respond to any queries in a timely and polite manner.

6) Reports

- Prepare and provide accurate reports on the relevant information as and when needed by the Director, Information Technology.

7) Occupational Safety and Health (OHS)

- Support the management in the implementation and improvement of OHSMS, and ensure the Unit operations are in compliance with the relevant OHS legislations and rules.

JOB REQUIREMENTS

- A Bachelor's degree in Computer Science, IT or other relevant discipline from a recognised institution.
- Recognised certifications in any of these areas: ITIL, Microsoft project management, and any other relevant domains.
- At least five (5) years of relevant working experience in the areas of Technology Delivery, Customer Support, oversee delivery of IT systems, enterprise applications and IT helpdesk and at least two (2) years of experience in a leadership role.
- Understanding of software development, DevOps and Customer Support knowledge.

- Have hands-on experience and knowledge of the operations and maintenance of IT infrastructure including systems, networks, cloud, storage, disaster recovery and facilities.
- Experience in executing IT development or enterprise information system development on enterprise level.
- Have excellent interpersonal and organisational skills, pleasant personality, and a good team player.
- Experience in developing and managing financial and human resources to ensure sustainability, aligning to University objectives.
- Have experience in developing, managing and motivating staff and managing vendors and contractors.
- Experience in good report writing skills, business analysis, risk assessment, and able to make sensible and logical recommendations.
- Some working experience in higher education institutions will be highly desirable.
- Experience in the management of enterprise applications, or some experience in the use of and management of a learning management system (LMS) and student information system (SIS).
- Have experience in formulating the policies and procedures of Technology Delivery and Customer Support information within IT unit usage, and providing for its internal controls and security.

TO APPLY

1. Applications should include with their application **a detailed CV** indicating qualifications, experience and other matters considered relevant to the application.

2. The application must also include a separate document addressing each applicable element of the **Key Selection Criteria** ***(As per attached below)***

3. Copy of all your academic certificates (compile all in one file)

4. Email your application to resume@unitalentcareer.com or whatsapp to +012-5227761

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Key Selection Criteria
The application should include a separate document addressing each applicable element of the Key Selection Criteria, describing with evidence, how the applicant fulfils the essential and desirable criteria appropriate to the position being targeted.

	Qualifications: Include all educational and training qualifications, licences, and professional registration or accreditation, criminal record checks etc. required for the position.	**Essential/ Highly Desirable / Preferable**
1.	A Bachelor's degree in Computer Science, IT or other relevant discipline from a recognised institution.	Essential
2.	Recognised certifications in any of these areas: ITIL, Microsoft project management, and any other relevant domains.	Essential

	Experience / Knowledge / Attributes: Required by the appointee to successfully perform the positions key responsibilities.	**Essential/ Highly Desirable / Preferable**
1.	At least five (5) years of relevant working experience in the areas of Technology Delivery, Customer Support, oversee delivery of IT systems, enterprise applications and IT helpdesk and at least two (2) years of experience in a leadership role.	Essential
2.	Understanding of software development, DevOps and Customer Support knowledge.	Essential
3.	Have hands-on experience and knowledge of the operations and maintenance of IT infrastructure including systems, networks, cloud, storage, disaster recovery and facilities.	Essential
4.	Experience in executing IT development or enterprise information system development on enterprise level.	Essential
5.	Have excellent interpersonal and organisational skills, pleasant personality, and a good team player.	Essential
6.	Experience in developing and managing financial and human resources to ensure sustainability, aligning to University objectives.	Essential
7.	Have experience in developing, managing and motivating staff and managing vendors and contractors.	Essential
8.	Experience in good report writing skills, business analysis, risk assessment, and able to make sensible and logical recommendations.	Essential
9.	Some working experience in higher education institutions will be highly desirable.	Highly Desirable
10.	Experience in the management of enterprise applications, or some experience in the use of and management of a learning management system (LMS) and student information system (SIS).	Highly Desirable
11.	Have experience in formulating the policies and procedures of Technology Delivery and Customer Support information within IT unit usage, and providing for its internal controls and security.	Highly Desirable