



Vacancy: Assistant Manager, Regional Operations & Asset Management

Location: Cyberjaya

About The Role

Manage and coordinate regional vendors, onboarding activities, and operational assets across assigned states to ensure operational readiness, service continuity, and compliance with mydigital id standards. The role supports the deployment and performance of onboarding operations while ensuring effective management, tracking, and utilisation of operational assets such as kiosks and tablets. This position carries regional operational responsibility and serves as a key coordination point for vendors, stakeholders, and on-ground execution.

Key Responsibilities

- Manage assigned regional vendors to ensure effective execution of onboarding and operational activities across multiple states.
- Coordinate planning and implementation of onboarding exercises, including scheduling, site readiness, and resource deployment.
- Oversee deployment, placement, and movement of operational assets such as kiosks and tablets across assigned regions.
- Monitor vendor performance against agreed KPIs and SLAs, and escalate performance gaps when necessary.
- Ensure compliance with SOPs, operational standards, data protection requirements, and asset handling protocols across all activities.
- Conduct regular inventory checks, asset audits, and reconciliations to ensure accurate tracking and accountability of operational assets.
- Monitor asset condition, usage, and utilisation, ensuring timely maintenance, repair, or replacement where required.
- Track and reconcile onboarding and operational data to ensure accuracy, completeness, and compliance with internal procedures.
- Conduct vendor briefings, operational refreshers, and on-site supervision to maintain service quality and operational readiness.
- Act as the regional coordination focal point for partners, vendors, and relevant authorities to facilitate smooth execution of activities.

- Process and manage vendors' operational claims, ensuring proper documentation and timely resolution.
- Coordinate with internal teams and external stakeholders to facilitate asset deployment, logistics, and operational support.
- Identify operational risks, capacity constraints, and improvement opportunities to enhance regional efficiency and service delivery.
- Support operational readiness exercises, system rollouts, and public engagement initiatives with appropriate resource and asset allocation.
- Prepare structured reports and updates on regional operations, vendor performance, and asset utilisation for management review.
- Step in to perform operational tasks when required to ensure continuity and effective service delivery.

Qualifications & Job Specifications

- Bachelor's Degree in Business Administration, Management, Logistics, Operations, Public Administration, or a related discipline.
- Minimum 2–4 years of relevant experience in operational management, field operations, vendor coordination, onboarding operations, asset management, or logistics.
- Experience in vendor management, onboarding processes, or on-ground operational coordination is preferred.
- Experience in asset tracking, equipment deployment, inventory control, or logistics coordination is an advantage.
- Exposure to coordination with external stakeholders such as state authorities, government entities, or institutional partners is a plus.
- Prior experience in monitoring operational performance, KPIs, SLA compliance, or operational reporting is advantageous.

Kindly send your resume to hr@myid.my and shenaz.razak@myid.my with the subject line "Application for Assistant Manager, Regional Operations & Asset Management"