



Vacancy: Senior Executive, Regional Operations & Asset Management

Location: Cyberjaya

About The Role

Support 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 execution of onboarding operations while assisting in the tracking and utilisation of operational assets such as kiosks and tablets. This position serves as a key coordination point for vendors, stakeholders, and on-ground operational activities.

Key Responsibilities

- Coordinate assigned regional vendors to support the execution of onboarding and operational activities across multiple states.
- Assist in the implementation of onboarding exercises, including scheduling, site readiness, and resource deployment.
- Support the 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 adherence to 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, and coordinate 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 provide on-site support to maintain service quality and operational readiness.
- Act as a regional coordination focal point for partners, vendors, and relevant authorities to facilitate smooth execution of activities.
- Process and support the management of 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 and escalate them for further action.
- Support operational readiness exercises, system rollouts, and public engagement initiatives with appropriate resource and asset coordination.
- Prepare structured reports and updates on regional operations, vendor performance, and asset utilisation for management review.
- Assist in performing 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 Senior Executive, Regional Operations & Asset Management"