

About Procurri

Headquartered in Singapore, Procurri is a global independent distributor of data centre equipment and multi-vendor maintenance provider. With offices across four continents, we offer localised, multi-country services in more than 80 countries worldwide.

Being an innovator, Procurri changes the way the world buys technology by solving data centre challenges via a channel-focused model that is backed by our global footprint and team of experienced IT experts. Our comprehensive hardware expertise and technical know-how have enabled us to provide our customers with solutions that optimise the value, performance and life span of their IT infrastructure.

With a single-minded approach towards support and service delivery, Procurri is the trusted partner of choice for mission critical infrastructure around the world. Our customers include leading companies from various industry segments as well as cloud and data centre providers, system integrators, business partners and value-added resellers.

For more information, visit <http://procurri.com/>

Position Available:

Regional Operations Manager

A regional role in Singapore to lead and manage day to day operations for supply chain, service delivery, technical & call centre teams to ensure service excellence. The incumbent shall be responsible for the leadership of assigned regional operations delivery personnel and engineers ensuring capability through training, establishing targets / objectives and monitoring performance. Work closely with the delivery team from Americas and EMEA to deliver global deals smoothly.

- Develop and demonstrate an understanding of customers and business needs.
- Ensure resource optimisation.
- Accountable for the quality of service and performance and ensuring forecasts is factored into capacity plans for all associated projects.
- Support sales and provide quality service delivery to obtain customer satisfaction.
- Drive internal and third-party service review meetings covering performance, service improvements, quality and processes.
- Define and monitor operation key performance indicators and develop reports to track progress.
- Effective leading and delegation of project activities to champion support in projects and accounts ensuring service impact is minimised and agreed.
- Responsible for effective management of regional engineers and delivery team's performance and development.

- Ensure all business activity is operated in accordance with company policy and procedures.
- Ensure all process, procedures and daily operations comply with relevant laws, guidelines, certifications and health and security requirements.
- Provides planning and budgeting input to the regional maintenance and services requirements.
- Champion operations continuous improvement based on performance and ensuring that improvement activities maximised effectiveness and efficiency of operations delivery processes regionally.
- Undertake any other activity as reasonable requested by management

Interested individuals that meet the following minimum requirements are encouraged to apply:

Essential:

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If this challenging position intrigues you, please send in your detailed resume (including current/expected salaries and availability) to us. **Applicants reply via E-mail: hr.ap@procurri.com**

Personal data collected will be used for recruitment purposes only and will be kept strictly confidential.