



INSTITUT JANTUNG NEGARA  
National Heart Institute

**We are looking for suitable and qualified candidate for the following position:**

## **DIGITAL EXECUTIVE CUSTOMER EXPERIENCE DEPARTMENT**

### **Responsibilities**

- To drive digital innovation and IT clinical platform for CED and clinical areas.
- To work with other department across the organization to generate innovative digital ideas solutions to improve customer experience and clinical related services.
- To identify any new tools, platforms and technology that can support, enhance and improve customer experience.
- Provide support related to application, hardware, databases, web resources and business analytics requirement of CED.
- Coordinate and liaise with Management Information system Department on specific IT requirement related to CED.
- Set and implement digital strategy by working across different departments which involve mapping and transitioning traditional processes to digital.
- Handle CED feedback system, analyzing report received from internal & external clients. Prepare daily, weekly and monthly reports / dashboards / presentations.
- Liaise with Web Developer to ensure content on websites are updated.
- Able to do design for brochure, poster, and pamphlet related to patient and public education.

### **Requirements**

- Possess Diploma or Degree in Multimedia / IT or equivalent.
- Proficient in English and Malay (oral & written). Knowledge of other languages is an added advantage.
- Pleasant personality with good communication skills.
- Detail oriented and works with high degree of accuracy.
- Must be able to maintain patient's privacy and confidentiality.
- Possess high sense of responsibility, integrity and commitment.
- Minimum three (3) years working experience with digital technology, patient/customer service environment.
- Experience in healthcare is an added advantage.

### **Closing Date**

10<sup>th</sup> November 2022

**Talent Acquisition Unit  
Human Capital & Organizational Development**

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**Note: All unsuccessful applications shall not be retained in our database.  
Only SHORTLISTED candidates will be contacted.**