IT Infrastructure Specialist

Responsibilities

- Provides ITIL Service disciplines, covering Incident, Problem and Change Management.
- Provides technical support and administration on server, storage, virtualization and networking.
- Works with department manager to establish standards and best practices for managing internal infrastructure, including network, access rights, desktops, servers, internal applications.
- Implement policies/standards to improve the quality and efficiency of support services based on ITIL methodology.
- Works closely with the IT Service Desk and other Specialist to ensure a timely, robust and comprehensive service transition process.
- Works with the Service Desk team to set SLA criteria for the availability and performance of the IT infrastructure.
- Responsible for overall system and infrastructure availability and develop a resilient infrastructure to reduce failures.
- Responsible for day-to-day system administration, including management of internal network, VPN, Application Servers, and system backups.
- Responsible for management of the rollout and support of desktop devices, including laptops and printers, and productivity tools such as Outlook and MSOffice.
- Ensures that systems, processes and methodologies are maintained, followed to ensure effective monitoring, control and support of service delivery.
- Ensures delivery of individual and team projects allocated within aggressive delivery times.
- Monitors and evaluates the efficiency and effectiveness of infrastructure service delivery methods and procedures.
- Monitors business critical processes and systems.
- Installs, configures and supports new and existing servers and network infrastructure.
- Plan and implement upgrades needed to maintain service levels.
- Develop and lead the replacement of infrastructure at end of life.
- Conducts testing and analysis of all components of network and server infrastructure components.
- Maintains server uptime consistent with Business goals and metrics.

- Maintains and constantly improves server and network performance, reliability and security in line with ISO 27001 and best practice.
- Execution of DR tests as planned and agreed.
- Maintains a schedule of formal service reviews with key stakeholders and management of the key 3 rd party providers who provide the IT operational service.
- Provide occasional out of hours support.
- Performs any other duties as may be required from time to time

Requirements

- Bachelor's Degree Information Technology or a related degree
- Minimum 5 years of relevant experience in end-to-end IT solutioning design and implementation including but not limited to areas such as understanding of business requirements, recommendation of security-cost-usability trade-offs and managing the change management.
- Working knowledge of server and storage technologies, virtualization and networking
- Proven competency to handle confidential/sensitive information in an appropriate and secure manner
- Proven basic numeracy and excellent quantitative analysis
- Proven experience in working in IT Security projects
- Has experience working with vendor in agile methodology
- Proven ability to manage multiple projects/initiatives simultaneously and execute to completion in a timely manner
- Proven competency to handle confidential/sensitive information in an appropriate and secure manner
- Demonstrate fluency in both written and spoken English

Additional information

- Office based in KL Eco City
- Walking distance to LRT Abdullah Hukum
- Office Hours: Monday - Friday, 9am - 6pm
- Smart Casual Fridays
- Benefits: Dental, Medical, Optical
- Parking Allowance