

Executive, Group IT

Job Description

- 1) Install and configure of hardware equipment and software system. Perform IT operations and provide preventive maintenance of hardware, peripherals and its related infrastructure and IT administration.
- 2) Participate in technical research and development to enable continuing innovation within the infrastructure and the emerging state-of-the-art technology.
- 3) Ensure the system hardware, operating system, software system, and its related procedures are adhered to the organizational values, such as hardware & software standardization, genuine software licenses, enforce Group IT Policies, etc.
- 4) Liaise and assist the project team with technical issues in the initiation and planning phases of the project, such as the definition of needs, benefits, and technical strategy; research & development within the project life-cycle; technical analysis and design; and support of operations staff in executing, testing and rolling-out the solutions.
- 5) Ensure the versions of windows servers and its operating systems are always up to date, apply OS patches and security upgrades on a regular basis, upgrade administrative tools and utilities and configure or add new services as necessary, configure hardware, peripherals, services, settings, active directories, storage, and its office applications.
- 6) Responsible for system operations and system support, maintenance and research and development to ensure continual innovation, and where possible automate approaches for system administration tasks. Identify approaches that leverage our resources and provide economies of scale.
- 7) Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
- 8) Perform regular security monitoring system to identify any possible intrusions in the network.
- 9) Coordinate in-house Disaster Recovery Drill periodically (to restore the backup data from NAS (Network Attached Storage) or from the private cloud to a standalone server. Get the key process users to test the restored backup data and run the application (e.g. AX), and test the shared folders.
- 10) Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks, and the media is recycled and send for off-site storage on a weekly basis.
- 11) Perform regular file archival and purge unimportant files or folders as necessary on servers and user desktops/notebooks, including emails and local drives.
- 12) Create, change, and disable user accounts as per request with a proper approval.
- 13) Provide user support as per request and investigate or troubleshoot issues at the highest priority.
- 14) Repair and recover the hardware or software failures, coordinate and communicate with users about the failures or issues.
- 15) Maintain up-to-date operational and configuration procedures.
- 16) Perform ongoing performance tuning, hardware upgrades, and resource optimization as required. Configuring CPU, memory, and disk partitions as required.

17) The IT Computer Room is the Data and Repair Centre Room. Allow remote-access and video-conferencing-access support to users on-site and off-site using the TeamViewer or MS Teams software. Standardize the applications for the notebook with camera and include TeamViewer and MS Teams.

18) Document the inventories of number of software licenses, number of notebooks & desktops, and number of MS Office licenses to be tracked by device asset or serial numbers and by users.

19) Interpret or discuss information with users, which involve terminology or concepts not familiar to many people; regularly provide advice and recommend actions involving complex issues.

20) Any other roles and responsibilities that are called upon by the superior which are not stipulated on the Job Description, such tasks shall be performed as and when it is required.

2. REQUIREMENTS

1) Proven work experience and have at least 5 years of working experience in IT Operations.

2) Knowledge in Servers, Network Infrastructure and Cybersecurity.

3) Ability to roll-out clear Group IT policies.

4) Excellent analytical and decision-making abilities.

5) Excellent organizational skills with an ability to prioritize important projects.

6) Computer literacy in MS Office Professional, e.g. Word, Excel, PowerPoint and Outlook.

7) Good verbal and written communication skills.

8) Working knowledge of Enterprise Resource Planning system is an advantage.

9) Working knowledge of MSSQL Server and SQL Script is optional.

10) Diploma or Degree in Computer Science & Information Technology.

11) Preferred local S'porean / PR