

## **IT Infra Team Lead**

### **The key duties and responsibilities of the role include (but are not limited to):**

- Reporting to the CTO
- Overall responsible for all aspects of Information Technology including the architecture, design, implementation, and support of the technology. Infrastructure services including end user computing solutions, NFVi management, network, servers, storage, security etc.
- Responsible for designing and implementation of IT processes. The role is responsible for solutions engineering, desktop support, and IT software and hardware asset management.
- Set the overall IT objectives and strategy for Infrastructure and IT road map in alignment with each of the business units.
- Introduce and refine processes to meet business objectives.
- Oversight of IT policies & procedures for security, data centre, endpoints and infrastructure based on best practice.
- Administration of Open-stack based/VMware virtualization platforms and provisioning.
- Supervising Mobile core virtualization & configuration, DNS and End User access infrastructure.
- Responsible for managing servers including UNIX, Linux and Windows.
- Responsible for security infrastructure including Huawei Firewall devices.
- Supervise administration of infrastructure backup and restoration including VMs.
- Supervise setting up and maintenance of office LAN, WAN, WiFi and other networking element.
- Supervise troubleshooting of network routing and configuration issues.
- Administration of Microsoft Active Directory (AD) domain and policy. Administration of all windows platform related infra like DHCP, DNS etc.
- Implement policies to all office user computers, setting up windows server, support and build window servers for projects.
- Maintain VPN access and facility physical security.
- Responsible for ensuring that proper change management processes and procedures are adhered to.
- Assess and implement improvements for business continuity and disaster recovery of IT systems.
- Driving results by addressing the technology and systems behind them, including managing change.
- Assist the manager in preparing and updating IMDA code of practice and policies.