

VACANCY NOTICE

REF: C24072024

POSITION	ASSISTANT MANAGER - INFRASTRUCTURE
LOCATION	KUCHING, SARAWAK
INDUSTRY	EDUCATION
TYPE	FULL TIME

JOB SUMMARY

The position is an administrative position at the Sarawak Campus. The position will be responsible for carrying duties involving various functions of Information Technology designated by the Manager, Information Technology - mainly to develop, deploy and support IT initiatives for the University which include planning, governance, project management, security, technology review, processes improvement, issue management, technology presentation and training, risk management, incident management, infrastructure implementation and administration and any other activities across other sections of IT Unit as well as any other relevant tasks as assigned.

KEY RESPONSIBILITY AREAS

The key responsibility areas (KRAs) are the major outputs for which the position is responsible and are not a comprehensive statement of the position activities.

a) *Technical Skills and Knowledge*

- Responsible for IT infrastructure strategic planning, system and network security, project management and risk management according to the University's business objective:
- Responsible for IT infrastructure architecture design, evaluation, test and implementation of servers, clouds, storage and backup, networks and telecommunication, etc.
- Responsible for daily IT infrastructure operation of the University by ensuring uptime and availability, configuration and monitoring, upgrades and patching, support and troubleshooting, etc.
- Responsible for backup management and disaster recovery of critical IT infrastructure of the University.
- Review technology and operational processes regularly and recommend necessary improvements on IT infrastructure to achieve service excellence.
- Develop and maintain the up-to-date documentation of IT infrastructure such as HLD, LLD, flowchart, configuration, standards, guidelines, SOPs, etc.
- Responsible for IT infrastructure project activities from planning to completion, inclusive of project strategy and planning, risk assessment, resource management, quality control, progress reporting, etc.
- Assist in the preparation of monthly, annual and ad-hoc IT performance reports and analyse the trending for decision making.
- Assist in tender and procurement, inclusive of licensing, warranties, service agreements and contracts renewals.
- Assist in budget planning and expenditure controls for IT operation and capital expenditure.

b) *Policy & Planning*

- Assist and support the Manager, Information Technology, to implement and to ensure compliance with all the policies relating to Information Technology.

c) *Resource Management*

- Establish and maintain materials and equipment storage.
- Monitor material usage and check deliveries for the University.
- Ensure system compatibility, maintenance of the University's Standard Operating Environment.
- Oversee the tender and procurement for the department, ensuring compliance with relevant policies and procedures.

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- Oversee the financial planning for the department, ensuring approved financial resources are utilized effectively.

d) Vendor Relationship Management

- Specify items required and obtain quotations as necessary.
- Maintain good relationship with vendors.

e) Occupational Health and Safety (OHS)

Assist management in monitoring, measuring and reviewing performance of all OHSMS programmes including through the following:

- Coordinate the implementation of OHSMS and ensure compliance among all stakeholders particularly SUTS staff, students, contractors and visitors;
- Direct investigation of incidents and coordinate corrective actions as needed

f) Value and Culture

- Commit to the University's Values.
- Conduct work professionally while demonstrating the University's Values at all time.

g) Customer Service

Demonstrate the University Values and Culture including:

- Provide IT related services;
- Perform general equipment troubleshooting; and
- Work effectively and with flexibility as a team member, providing prompt input, advice, and assistance as required.

h) Reports

- Prepare reports and provide accurate information as and when required by the Management.

i) Other Duties

- Any other duties as and when required by the Manager, IT; and/or Director, Administration; or by an authorized personnel.

JOB REQUIREMENTS

- Minimum Bachelor's degree in Computer Science, Information Technology (IT), or a related field from a recognised institution
- At least 3 - 5 years of relevant working experience including one (1) year at supervisory level in leading a team of staff.
- Possess at least *TWO* relevant IT certification(s) in active status with minimum one at advance/professional level and with active status in either project management, governance and frameworks, networking, servers, clouds, security, or others. (e.g. PMP, Prince2, CCNA/CCNP, PCNSA/PCNSE, VCP/VCAP, RHCE/LPIC, MCSE, Azure or AWS Architecture, ITIL or equivalent)
- At least three (3) to five (5) years of relevant working experience in any two of the following domains: system, network, cloud or security architecture design and implementation, infrastructure operation support and administration, system life-cycle management, project management, risk management in a medium to large enterprise with a proven record of providing quality service and leadership.
- Ability to lead, mentor, support and motivate staff in their professional career development and integration into the University Values.
- Thorough knowledge of enterprise architecture, governance and risk, IT operations and service delivery, including knowledge of IT best practices, industry trends, and service improvement.
- Excellent interpersonal skills especially in a cross-cultural situation and demonstrated ability to work effectively in a consultative and team environment.
- Ability to perform the tasks assigned under pressure and short notice. Flexible and ready to work outside of normal office hours when required.
- Ability to communicate orally and in writing, to convey and elicit information effectively through storytelling styles, and to develop cooperative working relationships with staff, students and vendors.

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- Ability to handle multiple priority at one time with strong prioritization and time management skill with strong focus on the results and objectives.
 - Ability to work and conduct research independently to formulate business justification on the adoption of new technology or solution align to the business objectives.
 - Ability to explore underlying business and technical drivers for opportunities, challenges and make sound recommendations to business units and stakeholders.
 - Experience in network and security architecture, design, implementation and administration of Cisco equipment such L2/L3 switches, router, ASA, WLC, ISE, PRIME, DNA, VPN, AnyConnect, etc.
 - Experience in system and cloud architecture, design, implementation and administration of Windows Servers, Linux Server, hyper-converged infrastructure, virtualization, backup management, endpoint management, etc.
 - Experience in developing and documenting disaster recovery plans, carrying out disaster recovery test and executing the processes in accordance to documented procedures.
 - Experience in IT project management with at least two project participation by holding the role as project manager, coordinator or implementer with successful track record of IT infrastructure implementation.
 - Knowledge on IT risk management based on enterprise risk management framework on risk identification, assessment, mitigation, monitoring and reporting.
 - Experience in infrastructure automation via tools, scripting or APIs, such as PowerShell, Python, Shell, Rest, JSON, XML, Ansible, Puppet, Chef, etc.
 - Experience in IT budget planning, CapEx and OpEx, tender and procurement, contracts and renewals, etc.
 - Familiar with IT governance frameworks, enterprise architecture, security and operation (e.g. COBIT, ITIL, NIST, ISO, CIS, CMMC, C2M2, SABSA, TOGAF & etc.)
 - Ability to conduct IT training and awareness program with strong presentation skills targeting both staff and students.