



AEON CREDIT SERVICE

Senior Executive – Network & Infrastructure Support

Job description:

- Provide maintenance support and improvement of hardware, network and system infrastructure that supports the business applications and operations.
- Plan, manage and coordinate the implementation of IT Network and Infrastructure projects.
- To provide support for network administration, hardware/software installation, maintenance & implementation of PCs, servers, storage, LAN/WAN network infrastructure.
- Responsibilities for resolution of network outages, incident management, customer consulting, vendor management, operational delivery and solution design.
- Monitor network and infrastructure equipment, server security, system resources (such as CPU, RAM, disk space) and performance using Monitoring tools.
- Responsible to support IT projects on system architecture requirement by providing overall network and Infrastructure architecture. Manage & coordinate the implementation.
- Perform and verify system/data backup and recovery.
- Support or train users on IS/IT tools.
- Assist in documenting & maintain system procedures and guidelines.
- Attend and solve user problem (IR, HSR and etc).
- Involved in departmental project.
- Liaise with vendor on any hardware and software troubleshooting and problem solving.
- Second level support for all system's network and Infrastructure.
- Manage the IT Project implementation within stipulated time and within budget.

Requirements:

- Candidate must possess at least Diploma/Advanced Diploma or Degree in Computing/Information Technology or equivalent.
- Preferable at least 4-6 years of working experience in the related field is required for this position.
- Good knowledge in Microsoft Windows architecture & environment-client/server.
- Familiar with CISCO router, switches & firewall configuration with IPVPN environment.
- Good knowledge in TCP/IP application, system integration & security such as DHCP, DNS, SMTP, Firewall and FTP etc.
- Good Knowledge in SAN Storage and VM environment is an added advantage.
- Good knowledge in IT Project Management is an added advantage.
- Ability to work independence and deliver quality result with tight schedule