

**Position Title: Office Network & IT Manager**

**Job Summary**

Office Network & IT manager is responsible and accountable for the smooth running of ACG computer systems and IT network. She/he takes responsibility for the ongoing support, maintenance, troubleshooting and performance of the ACG LAN/WAN and its related IT appliances.

**Duties and Responsibilities**

- Manage information technology and computer systems.
- Plan, organize, control and evaluate IT and electronic data operations.
- Manage IT staff by recruiting, training and coaching employees, communicating job expectations and appraising their performance.
- Design, develop, implement and coordinate systems, policies and procedures.
- Ensure security of data, network access and backup systems.
- Oversees the administration and maintenance of the company's infrastructure, and directs more junior Innovators when necessary.
- Oversees the administration of the company's LAN & WAN.
- Act in alignment with user needs and system functionality to contribute to organizational policy.
- Identify problematic areas and implement solutions in time.
- Audit systems and assess their outcomes.
- Oversees troubleshooting, systems backups, archiving, and disaster recovery and provides expert support when necessary.
- Maintains organization's effectiveness and efficiency by defining, delivering, and supporting the implementation of advanced IT environment.
- Preserves assets by implementing disaster recovery and back-up procedures and information security and control structures.
- Interacts with internal clients on all levels to help resolve IT-related issues and provides answers in a timely manner.
- Builds and maintains vendor relationships and manages the purchase of hardware and software products.
- Develops, maintains, and tests disaster recovery plans.
- Manage physical access to data center facilities and racks.
- Manage on-call rosters and/or shift work resources as required.
- Works closely with vendor to test, design, and plan for deployments of new products and features.
- Prepares periodic reports regarding IT Support activities in main office and regions.
- Responsible for restoring services to normal operation as soon as possible after an incident.
- On-call escalation and support to ensure timely fault resolution.
- Responsible for Maintaining Hosted exchange servers.
- Provides technical support to diagnose, analyze and resolve IT network related problems of internal customers.
- Responsible for recognizing, researching, isolating, resolving and documenting problems with information systems products and services.
- Provides the preventative maintenance, troubleshooting, root cause analysis and resolution for technical incidents.

- Ensures high availability and reliability of the networks supporting the Internet/IP and Data systems and networks.
- Ensures proper understanding of customer requirements and recommends for best possible solutions.

### **Knowledge, Skills & Competencies**

- Ability to identify complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Expert knowledge of cisco and Huawei router, L3 switch and other network technologies and applications.
- Must have an in-depth knowledge of the advanced IT products.
- Understanding of project management concepts and techniques required.
- Experience implementing and managing ITIL aligned teams.
- Experience managing IT Services Management Tool (ITSM)
- Strong leadership, interpersonal and communications skills
- Ability to build, lead, manage, and motivate teams and projects in a dynamic environment.
- Highly organized, capable of handling multiple tasks simultaneously and meeting deadlines under the highly pressured circumstances.
- Extensive experience on Incident and problem management.
- Make technical and process recommendations.
- Self-disciplined, self-motivated and the ability to organize and prioritize time effectively.

### **Qualifications required**

Bachelor's degree in Computer Science / ICT with a minimum of 7 years of professional experience in Information Technology, including a minimum of 3 years management experience. Master degree will be preferred.  
Certification in MCSA, CCNA or CCNP or an equivalent designation is required.