

Job Description :

Purpose	Maintain the physical, virtual or cloud-based computing, storage and networking infrastructure that powers all technology operations of the organization in order to ensure employees are optimally supported by technology in performing their work.
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| Major Accountabilities | <ul style="list-style-type: none">• He/she constantly monitors server, storage and network components, verifies that the infrastructure operates as expected and takes actions to handle any problems that may arise.• He/she manages local and system-wide accounts for users, group and services, maintains group memberships and user privileges and implements user authentication policies.• He/she monitors, fine-tunes and troubleshoots network performance and capacity.• He/she manages all networking services including, but no limited to, DNS, DHCP, SMTP, IMAP, HTTP, VoIP, printing and faxing, CTI, WiFi, audio and video conferencing systems.• He/she manages contracts that ensure adequate capacity for computing, storage, networking, security, printing and Internet services and compile relevant reports along with suggestions for corrective actions.• He/she maintains and executes (try to avoid adjectives) patching plans in order to update software to the latest endorsed versions and assess security levels by conducting security audits and threat emulation scenarios.• He/she installs and configures applications as well as data center equipment based on vendor-provided instructions, or detailed deployment plans provided by software development teams.• He/she actively participates in dealing with issues reported by all users of the technology infrastructure, thus providing Level 2 support.• He/she develops, maintains and executes on a daily basis a backup and disaster recovery plan for the whole technology infrastructure landscape. He/she periodically simulates disaster recovery procedures. |
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Knowledge	<ul style="list-style-type: none"> • BSc in Electrical / Computer Engineering. • Solid understanding of computing, storage and networking equipment and software. • Intermediate knowledge of English language. • 0-2 years of working experience in administration of data-center computer systems. 	
Autonomy	<ul style="list-style-type: none"> • He/she works independently or in collaboration to handle cases in the assigned complexity level with shared responsibility within a team. • He/she can suggest solutions and ask for permission to resolve more complex issues or can escalate issues. 	
Competencies	<ul style="list-style-type: none"> • Customer focus • Collaboration • Self - development • Ensures accountability 	<ul style="list-style-type: none"> • Optimizes work processes • Resourcefulness • Being resilient • Communicates effectively