
Job Title : Assistant IT, Service Operation Center

OVERALL PURPOSE:

The Assistant IT, Service Operation Center is a critical role responsible for 24/7 monitoring, maintenance, and support of the bank's IT infrastructure, including network systems, data centers, and various IT services. This position requires working night shifts to ensure continuous operation, incident management, and timely resolution of technical issues. The role demands strong technical skills, attention to detail, and the ability to collaborate with internal and external stakeholders to maintain high system reliability and performance.

- ◆ Maintain 99.9% uptime for network systems, data center operations, and IT services.
- ◆ Reduce the number of system incidents and service interruptions.
- ◆ Respond to system alerts and incidents within 10 minutes.
- ◆ Resolve incidents within 1 hour.
- ◆ Ensure 100% accuracy in monitoring and reporting system statuses.
- ◆ Maintain a 90% resolution rate for system alerts.
- ◆ Maintain 100% accuracy in documentation of system configurations and incident reports.
- ◆ Update documentation within 24 hours of any changes or incidents.
- ◆ Achieve a 95% satisfaction rate in communication with internal IT teams and CRC team.
- ◆ Ensure timely communication and coordination with vendors for support.

RESPONSIBILITIES:

- ◆ Continuously monitor network systems, data centers, and IT services to detect and address any issues promptly.
- ◆ Utilize monitoring tools to track system performance, network traffic, service availability, and hardware health.
- ◆ Respond to system alerts and incidents, performing initial diagnostics and escalating as necessary.
- ◆ Coordinate with relevant teams to resolve incidents and minimize downtime.
- ◆ Ensure the physical and environmental conditions of the data center are optimal for hardware performance.
- ◆ Perform routine checks on data center equipment, including servers, storage devices, and power supplies.
- ◆ Monitor and maintain IT services to ensure continuous operation and availability.
- ◆ Assist in planning and executing regular maintenance schedules for network systems, data center equipment, and IT services.



- ◆ Implement patches, updates, and upgrades as needed to maintain system integrity and security.
- ◆ Maintain comprehensive documentation of network configurations, data center layouts, service configurations, and incident logs.
- ◆ Update technical manuals and procedures to reflect the current state of the IT infrastructure and services.
- ◆ Work closely with other IT teams to ensure coordinated responses to system issues and changes.
- ◆ Provide support and guidance to other IT staff on network, data center, and service operations.

QUALIFICATIONS REQUIREMENTS:

- ◆ Bachelor's degree in Computer Science, Information Technology, or a related field.
- ◆ Minimum 1-2 years of experience with IT infrastructure, network systems, data center operations, or service monitoring.
- ◆ Prior experience in a NOC or similar monitoring role is advantageous.
- ◆ Knowledge of network systems, data center operations, IT services, and monitoring tools.
- ◆ Familiarity with system administration concepts, troubleshooting methodologies, and basic database management.
- ◆ Strong problem-solving abilities with a logical and analytical approach to diagnose and resolve technical issues.
- ◆ Good verbal and written communication skills to effectively interact with users, team members, and vendors.
- ◆ Ability to work under pressure and manage multiple tasks in a fast-paced environment.
- ◆ Proficiency in Windows and UNIX platform installation, configuration, and security patching.
- ◆ Experience in setting up and managing AD, DNS, domain, Exchange Mail, File Server, and Web Hosting.
- ◆ Previous role as help desk technician or customer support is beneficial.
- ◆ Tech-savvy with banking system products knowledge.
- ◆ Understanding of computer systems, mobile devices, and tech products.
- ◆ Integrity and commitment to confidentiality.
- ◆ Self-motivated and able to work independently.
- ◆ Willingness to work outside regular business hours for system maintenance, upgrades, or incident resolution when required.
- ◆ Customer-centric mindset with the ability to provide prompt and friendly technical support.
- ◆ Eagerness to learn and develop technical skills, and stay updated with industry trends and emerging technologies.
- ◆ Work as night shift



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