

Job Title : Manager, IT Infrastructure & Helpdesk

OVERALL PURPOSE:

- ◆ The purpose of the IT Infrastructure and Helpdesk Manager is to ensure the efficient and effective operation of the bank's IT infrastructure and to provide technical support and guidance to end-users.

RESPONSIBILITIES:

- ◆ The IT Infrastructure and Helpdesk Manager is responsible for managing and maintaining all aspects of the bank's IT infrastructure, including hardware, software, and networking equipment. The Manger is also responsible for providing technical support to end-users, including resolving technical issues and answering user questions.
- ◆ Managing and maintaining all aspects of the bank's IT infrastructure, including hardware, software, and networking equipment
- ◆ Monitoring and maintaining system performance and availability to ensure that all systems are functioning properly and efficiently
- ◆ Troubleshooting and resolving technical issues that end-users encounter with their IT systems
- ◆ Providing technical guidance and support to end-users on software and hardware-related issues
- ◆ Managing the configuration and deployment of hardware and software assets
- ◆ Ensuring compliance with regulatory requirements and internal policies and procedures related to IT infrastructure and helpdesk operations
- ◆ The IT Infrastructure and Helpdesk Manager will report to the Head of IT, providing regular updates on infrastructure and helpdesk operations, issues, and initiatives. The team will also provide recommendations for improvements and changes to infrastructure and helpdesk policies and procedures.

Key Performance Indicators (KPIs): The IT Infrastructure and Helpdesk Manager's performance will be measured against the following KPIs:

- ◆ System uptime and availability
- ◆ Timeliness and accuracy of technical issue resolution
- ◆ User satisfaction with technical support and guidance
- ◆ Compliance with regulatory requirements and internal policies and procedures related to IT infrastructure and helpdesk operations
- ◆ Timeliness and accuracy of infrastructure and helpdesk-related support and guidance



- ◆ The IT Infrastructure and Helpdesk Manager will follow established IT governance policies and procedures, including those related to security, change management, and incident response. The Manager will also work closely with other IT teams and stakeholders to ensure alignment with organizational goals and objectives.

QUALIFICATIONS REQUIREMENTS:

I. Experience

- ◆ Bachelor or Master degree graduated in computer science.
- ◆ At least 5 years working experience in managing IT Infrastructure and Helpdesk.
- ◆ Good knowledge and experiences on Windows and UNIX platform installation, configuration, and security patch update.
- ◆ Good knowledge and experiences in setup and managing M365, AD, DNS, domain, Exchange Mail, File Server and Web Hosting.

II. Skill

- ◆ Good understanding of computer systems, mobile devices, and other tech products.
- ◆ Proven experience as a help desk technician or other customer support role.
- ◆ Tech savvy with working knowledge of banking system products.
- ◆ Strong oral and written communication skills in English.

III. Aptitude

- ◆ Honesty, reliability, and a commitment to strict confidentiality.
- ◆ Self-motivated and good problem-solving skill.
- ◆ Ability to travel to provinces and work under pressure.

Contact Info:

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