
Job Title : Senior Officer, IT Infrastructure & Helpdesk Operations

OVERALL PURPOSE:

The Senior Officer, IT Infrastructure & Helpdesk Operations, plays a critical role in ensuring the smooth operation of the bank's IT infrastructure and providing exceptional technical support to end-users. This position bridges the gap between IT infrastructure management and user experience, requiring a blend of technical expertise and strong communication skills.

- ◆ End-user System Uptime: Maintain a high level of system availability as measured by uptime percentages.
- ◆ Technical Issue Resolution: Achieve timely and accurate resolution of technical problems encountered by end-users.
- ◆ User Satisfaction: Strive for high user satisfaction ratings through effective communication and problem-solving.
- ◆ Regulatory Compliance: Ensure adherence to all relevant IT-related regulations and internal policies.
- ◆ Timeliness and Accuracy: Deliver prompt and accurate support and guidance regarding infrastructure and helpdesk matters.

RESPONSIBILITIES:

- ◆ Collaborate with the IT Infrastructure & Helpdesk Manager to manage and maintain IT infrastructure.
- ◆ Troubleshoot and resolve technical issues faced by end-users with their IT systems.
- ◆ Provide technical support and guidance on software and hardware-related user queries.
- ◆ Manage hardware and software asset configuration and deployment processes.
- ◆ Ensure compliance with regulatory requirements and internal IT policies for infrastructure and helpdesk operations.
- ◆ Regularly update the IT Infrastructure & Helpdesk Manager on operational status, issues, and improvement initiatives.
- ◆ Recommend and implement improvements to infrastructure and helpdesk policies and procedures.
- ◆ Adhere to established IT governance practices, including security, change management, and incident response protocols.
- ◆ Collaborate effectively with other IT teams and stakeholders to achieve organizational goals.

QUALIFICATIONS REQUIREMENTS:

- ◆ Bachelor's degree in computer science or a related field (Master's degree preferred).
- ◆ Minimum of 5+ years of experience in IT infrastructure and Helpdesk management.



- ◆ Strong understanding of computer systems, mobile devices, and network technologies.
- ◆ Proven experience in Windows and UNIX platform administration, including installation, configuration, and security patching.
- ◆ Expertise in setting up and managing M365, Active Directory, DNS, domain management, Exchange Mail, File Servers, and Web Hosting.
- ◆ Familiarity with building security systems, queue & feedback systems, call center operations, and CRM systems (a plus).
- ◆ Excellent problem-solving and analytical skills.
- ◆ Outstanding communication skills, both written and verbal.
- ◆ Ability to work independently and as part of a team.
- ◆ Strong customer service orientation and a commitment to user satisfaction.
- ◆ Self-motivated, reliable, and able to work under pressure.
- ◆ Excellent time management and organizational skills.
- ◆ Manage & Maintenance Tape Backup and Restore
- ◆ Implement new or maintain existing system such as ITSM, ITAM, Patch

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