
Job Title : Officer, Data Center Operation

OVERALL PURPOSE:

The IT Officer, Data Center Operation supports in the maintenance, monitoring, and optimization of the organization's data center and IT infrastructure. This role assists in ensuring operational efficiency of systems, adhering to industry standards and regulatory requirements, to contribute to the organization's technological stability and security.

- ◆ Data Center Uptime
- ◆ System Performance
- ◆ 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.
- ◆ Team Performance, Collaboration and Development
- ◆ Incident Response
- ◆ Vendor Management

RESPONSIBILITIES:

- ◆ Assist in managing and maintaining data center infrastructure, including servers, storage, networking, and power/cooling systems.
- ◆ Support in developing and enforcing policies for data center operations, including backup, recovery, disaster recovery, and security protocols.
- ◆ Assist in monitoring and troubleshooting hardware and software issues, ensuring optimal server and network performance, storage capacity, and software updates.
- ◆ Assist in maintaining documentation and inventory of data center equipment and software licenses.
- ◆ Support in ensuring compliance with regulatory standards such as HIPAA, PCI, ISO 27001, and TRMG.
- ◆ Collaborate with IT teams to integrate and maintain integrated systems and applications.
- ◆ Assist in managing vendor relationships for data center equipment and services.
- ◆ Support Install, configure, and maintain server operating systems (e.g., Windows Server, Linux, Unix).
- ◆ Assist in monitoring system performance including CPU, memory usage, disk space, and network connectivity.
- ◆ Support in implementing security protocols and access controls including firewalls, antivirus software, and user permissions.
- ◆ Assist in managing software updates and patches across all systems and applications.



- ◆ Aid in documenting and maintaining inventory of hardware and software assets.
- ◆ Provide technical support and training to users, including helpdesk support.
- ◆ Participate in on-call rotation for 24/7 support as required.

QUALIFICATIONS REQUIREMENTS:

- ◆ Bachelor's degree in computer science or a related field (Master's degree preferred).
- ◆ Minimum 3 years of experience in data center administration and system administration.
- ◆ Experience with server virtualization technologies (VMware, Hyper-V, Ldom), various OS (Windows, Linux, Solaris, Ubuntu), and hardware servers (Intel, SUN Sparc, storages).
- ◆ Knowledge of networking protocols, firewall configuration, and security best practices.
- ◆ Experience with backup and disaster recovery solutions.
- ◆ Familiarity with cloud platforms such as AWS or Azure.
- ◆ Problem-solving skills and ability to work independently or in a team.
- ◆ Communication skills to convey technical concepts to non-technical stakeholders.
- ◆ Experience with middleware applications (Oracle WebLogic, Red Hat JBoss, Apache Tomcat, WildFly) is advantageous.
- ◆ 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.
- ◆ Strong oral and written communication in English.
- ◆ Honesty, reliability, and commitment to confidentiality.
- ◆ Willingness to travel as needed.
- ◆ Ability to work well under pressure.

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