IT Collaboration Manager

Apply Now

Company: Manpower

Location: Hanoi

Category: other-general

CRITICAL ACCOUNTABILITIES 1. Availability management - Assure meeting the demand of committed availability for infrastructure services. - Provide requests to assure that new or updated/modified services meet the committed availability. - Proactively maintain and improve the availability of infrastructure services and its stability as well. - Build and keep continuously operational plan up to infrastructure services - Ensure the incidents related to the infrastructure are solved - Assess the influence on the availability of new change requests - Join in Change Advisory Board (CAB) if necessary - Be responsible for monitoring the availability of infrastructure services, comparing the reality with target and addressing the shortcomings - Coordinate with other units, especially security management and infrastructure and security monitoring centers - Operate and deploy the solutions relating to infrastructure technology. - Perform periodic checks on the infrastructure in the bank, plan and implement corrective action plans as needed. - Manage the suppliers, monitor the server service quality of partners or suppliers and take responsibility for supplied ones. - Maintain, upgrade and refine equipment according to the requests of each period - Manage and deploy security solutions related to infrastructure - Make a checklist of daily operation, report the results and quality of work every day. 2. Asset management - Make sure to unify the assets with the naming convention - Ensure compliance with the standards of identification for types of objects, environment, life cycle, versions - The system information is properly adjusted to the change requests of each period - Maintain the list of assets including equipment type, IP address, starting date of use, warranty expiry date, and date of maintenance extension - Keep the list of copyrights,

contracts up with service suppliers - Manage and maintain system profile, equipment, deployment and operating models and operational procedures 3. Productivity management - Ensure the proper resource for service system - Make sure that IT managers are aware of demand of using resource and its growth trend. - Provide resource requests for updated or newly supplementary IT services - Keep overall report up intended for the operation using the productivity of IT infrastructure and its trends. - Assure the productivity check will be executed the services hardly putting into operation - Actively enhance the efficiency of using IT resource - Supply and maintain the plan of using resource - Make sure the incidents and problems related to the productivity are solved - Assess the influence on the productivity of change requests. - Join in Change Advisory Board (CAB) if necessary - Take responsibility for monitoring the level of resource utilization, comparing the real demand with targeted one and addressing the issues according to resource. 4. Change management - Supply the timely assessment of implemented change impacting on the infrastructure and services. - Communicate with relevant stakeholders when there are any problems causing changes to requesters and executors. - Update operation guideline if necessary - Strictly monitor the process of performing changes - Bring change status up to date - Take responsibility for standardization of the server infrastructure design. 5. Configuration management - Take responsibility for the equipment standard of each period - Take responsibility for standardizing and maintaining the operating system standards, software list and relevant version periodically - Take responsibility for managing, maintaining and updating the Configuration Management System - Take responsibility for backing up configuration of server. 6. Event Management - Take responsibility for managing, monitoring the infrastructure and all the application system of IT service as well - Ensure the supervision of all the infrastructure and IT services. - Take responsibility for managing the cycle life of IT incidents - Make sure to timely troubleshoot in order to keep committed SLA up. 7. Service Quality Management - Operate and maintain IT Services - Cooperate with other units to investigate, assess, troubleshoot, and determine negative and positive trends and solutions. Bring corrective actions out - Assure the deeper analysis is carried out in order to determine root cause of negative trends - Analyze, report the trend of productivity and its impact due to IT problems - Make sure IT Services are operated with committed SLAs - Analyze the collected data. 8. Human Resource management - Actively distribute the resources aiming to support daily operations and projects as well - Provide the headcount and plan to operate the infrastructure and security monitoring centers - Manage, maintain

and supervise internal IT Operation Portfolio. REQUIREMENTS 1. Educational Qualifications Bachelor of Science in Computer Science, related field or related work experience. - MCSA certification preferable - ACSP or ACTC certification preferable. Expert knowledge of Windows Server and Mac OS X Server products. Expert knowledge of Exchange and SMTP. Expert knowledge of directory services, Active Directory and Open Directory. 2. Relevant Knowledge/ Expertise Expert knowledge of Windows Server, AIX, Linux, vmware and platform services running on that. Knowledge of relevant like network, security, database … Expert knowledge server product. Knowledge of DC – DR infrastructure. 3. Needed Skills Demonstrated ability leading a highly technical work team. Excellent communication skills, written communication in the form of business and technical report writing. Good English 4. Relevant Experience Extensive experience in all aspects of the administration of operation platform, leading vendor solutions including infrastructure management Extensive experience to troubleshooting and fix issues/errors on operation platform during operation Extensive experience operation platform portfolio Extensive experience gained on relevant systems, or equivalent experience.

Apply Now

Cross References and Citations:

1. IT Collaboration Manager Marketingjobs Jobs Hanoi Marketingjobs ↗

2. IT Collaboration Manager Copenhagenjobs Jobs Hanoi Copenhagenjobs ↗

3. IT Collaboration Manager Lisbonjobs Jobs Hanoi Lisbonjobs ↗

4. IT Collaboration Manager Teacherjobsnearme Jobs Hanoi Teacherjobsnearme ↗

5. IT Collaboration Manager Forestjobs Jobs Hanoi Forestjobs ↗

6. IT Collaboration Manager Findlocaljobs Jobs Hanoi Findlocaljobs ↗

7. IT Collaboration Manager Sciencejobsnearme Jobs Hanoi Sciencejobsnearme ↗

8. IT Collaboration Manager Dataanalyticsjobs Jobs Hanoi Dataanalyticsjobs ↗

9. IT Collaboration Manager Expertiniworldtech Jobs Hanoi Expertiniworldtech ↗

10. IT Collaboration Manager Viennajobs Jobs Hanoi Viennajobs ↗

11. IT Collaboration Manager Supervisorjobs Jobs Hanoi Supervisorjobs ↗

12. IT Collaboration Manager MadinahjobsJobs Hanoi Madinahjobs↗

13. IT Collaboration Manager PathologistsjobsJobs Hanoi Pathologistsjobs↗

14. IT Collaboration Manager Entrepreneurshipjobs Jobs Hanoi Entrepreneurshipjobs ↗

15. IT Collaboration Manager Argentinajobs Jobs Hanoi Argentinajobs ↗

16. IT Collaboration Manager Czechiajobs Jobs Hanoi Czechiajobs ↗

17. IT Collaboration Manager Angularjobs Jobs Hanoi Angularjobs ↗

18. IT Collaboration Manager Saopaulojobs Jobs Hanoi Saopaulojobs ↗

19. It collaboration manager Jobs Hanoi ↗

20. AMP Version of It collaboration manager ↗

21. It collaboration manager Hanoi Jobs ↗

22. It collaboration manager JobsHanoi ↗

23. It collaboration manager Job Search ↗

24. It collaboration manager Search ↗

25. It collaboration manager Find Jobs ↗