

JOB POSTING REQUEST FORM

Job Details

Reference #	CP-445-2021
Company Name	OMT
Industry	Financial Services
Vacancy	Network & Infrastructure Manager
Job Type (<i>FT, PT, Contractual, Seasonal</i>)	Full Time
Major(s)	Computer Science, Information Systems, Computer & Communication Engineering or any related technical discipline
Degree	Bachelor 's degree ; CCNP, CCNA, MCSE & MCSA are required ; PMP is a plus
Years of Experience	9-12 years
Location	Head Office - Badaro, Beirut
Application Deadline	N/A
Remuneration & Benefits	Medical & life insurance NSSF Yearly bonus depending on performance Schooling allowance Transportation
Tasks & Responsibilities	<p>Reports to: ICT Director</p> <p>Supervises: Systems & Networking team</p> <p>Position Summary: Responsible for ensuring the IT Infrastructure functions and services are resilient, secure, well designed, accessible, and are adaptable to support OMT's changing needs. Also responsible for the reliability and performance of all cloud and on- premise services, in addition to a broad range of tools and technologies scope that includes local networks, VPN, PTP circuits, wireless infrastructure, servers, virtualization, BI platform, Office 365, VOIP. Cloud, hardware, peripherals and conference room technology. Ensures optimization of systems & networking operations, resources utilization, and system capacity analysis and planning.</p> <p>Primary Duties and Responsibilities:</p>

JOB POSTING REQUEST FORM

Infrastructure Management

- Ensures services evolve in line with organizational needs and new technologies, and drives strategic initiatives as key enablers to the architecture
- Ensures the company is prepared for changes in major software, hardware and IT services upon need
- Establishes and monitors the ongoing utilization of infrastructure services and establishes measures to anticipate future needs across data, bandwidth and resilience for all services
- Provides input to enterprise and solution architectures and aligns infrastructure standards, tools and methodologies to these
- Evaluates and responds to sensitive and contentious operational or service delivery issues to minimize technical, financial, reputational and business risks
- Takes action to anticipate systems and services issues, investigates, resolves and fully documents solutions and preventive measures with oversight and accountability for high quality knowledge base
- Provides reliable expert technical advice, analysis and recommendations and builds relationships across key stakeholder groups and identifies opportunities to further meet their business needs
- Leads and implements a culture of innovation, service excellence, performance and safety, investigates ways to continuously improve the IT Infrastructure activity and operations
- Responsible for overall system and infrastructure availability and develops a resilient infrastructure to reduce failures
- Maintains high degree of readiness to adopt and implement new technology solutions
- Fosters a culture of continuous improvement
- Maintains technical skills and stays current on emerging technology trends
- Ensures that systems, processes and methodologies are maintained, followed to ensure effective monitoring, control and support of service delivery

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- Monitors and evaluates the efficiency and effectiveness of infrastructure service delivery methods and procedures

Servers, Storage & Data Centers

- Establishes standards and best practices for managing internal infrastructure, including network, access rights, desktops, servers, internal applications
- Conducts testing and analysis of all components of network and server infrastructure components
- Maintains server uptime consistent with

Business goals and metrics

- Monitors & supports OMT's data center, data security and completes design of OMT network infrastructure
- Reviews logs of all breakdowns and alterations to the network; evaluates virus protection and security procedures and takes necessary action
- Evaluates and monitors server performance, including troubleshooting and problem resolution of Win DNS, VPN, Proxy Server, etc...
- Plans, implements and maintains OMT's Windows-based data servers, including hardware, software, specific system services and Windows Directory Services for desired availability
- Designs and implements LAN/WAN and networking technologies
- Supports the data center environmental monitoring systems including temperature, humidity & categorizes alerts according to their priorities
- Applies appropriate network security, data security and access controls considering both local and remote access issues; implements and maintains firewalls.
- Implements new technologies that best fit organizational technical needs; stays up to date with latest IT trends & technologies and suggests enhancements.
- Manages & approves technical documentations & procedures related to systems, software, hardware, licenses' inventories, setups

JOB POSTING REQUEST FORM

& configurations, technical problems and their solutions.

- Sets specs for IT products/ hardware for purchasing

Systems & Networks Infrastructure

- Responsible for day-to-day system administration, including management of internal network, VPN, Microsoft Active Directory (AD) and system backup

- Installs, configures and supports new and existing servers and network infrastructure

- Manages system & networking activities, backup and operational procedures

- Manages entire Network and Systems environments.

- Plans and schedules enterprise tape and disk-based backups; maintains schedules for off-site storage of data tapes

- Creates & maintains Windows Server Systems, Domain Users (Active Directory, DNS, Email...), LAN, WAN Networks, Windows, Network Security & Virtual Environments

- Manages SAN Storages, ODA, Internet Connections, Antivirus/Anti-spam, Firewall & Proxy solutions

- Oversees Security Systems (NVR, Cameras, Access, Control, Burglar and Fire systems)

- Monitors audit logs for servers and hosts on the internal, protected network

- Installs, maintains, tests & upgrades hardware and software systems

- Checks data exchange type and defines network type for the implementation of OMT new service, setup and test VPN connection

- Analyses & solves escalated problems.

- Liaises with suppliers and Internet Service Providers to escalate network & system issues with continuous follow up

Disaster Recovery

- Implements and regularly tests/ executes business continuity, emergency, incident response and recovery plans

- Ensures comprehensive disaster recovery architecture is maintained and agreed infrastructure

JOB POSTING REQUEST FORM

related services are in place during business continuity events

- Manages and interferences in incidents or problems that cause service impact and acts as escalation point for incidents not being resolved in a timely manner
- Handles complex technical troubleshooting for services that are critical to business operations
- Develops and implements disaster recovery site & contingency plans

Information Security

- Works very closely with the Information Security Manager to ensure alignment on information security practices and programs
- Partners with Information Security Manager to ensure the security of corporate IT systems and data, using best-known methods, tools and security principles
- Applies root cause analysis and problem-solving techniques when issues arise in, to ensure permanent resolution
- Collaborates closely with Information Security Manager and ensures the implementation of technical security controls by conducting control security test and evaluation

Cloud Infrastructure/ Transformation Roadmap

- Manages cloud migration to a new model
- Establishes the vision, roadmap, architecture for the cloud blueprint and designs cloud roadmap strategy and plan
- Ensures strategy execution, builds POC and moves workloads to a secure cloud
- Manages cloud infrastructure migration
- Evaluates and develops procedures that assure proper service continuity & integration with other system operations

Projects Management

- Initiates project plans and schedules, secures approval of test results, and discusses problems, or concerns with subordinates
- Oversees & follows up with team members on OMT Agents' & employees faced issues and their

JOB POSTING REQUEST FORM

support requests related to system, hardware and networking in a timely manner

- Manages the systems & networking projects by applying project management techniques, starting from initiation, planning, execution, monitoring & control until closure
- Oversees the daily workflow related to projects and their development
- Coordinates and manages all aspects of assigned projects to ensure timely completion within available budget
- Sets and tracks project milestones; manages and accounts for unforeseen delays, then realigns schedules and expectations as needed in coordination with involved members
- Ensures that the daily activities undertaken on the project are in accordance with the approved project plans
- Participates in research and workshops in order to identify the latest trends in the business

Analysis & Reporting (Quantitative & Qualitative)

- Leads and teaches others about the value of conducting and running return on investment analysis that support sound decision making and are anchored in the firm's view and best interests
- Ensures setting and updating the reporting grid including all needed information, shares regular reports with relevant stakeholders and ensures linking figures with relevant process improvement initiatives
- Guides the team on the best practices in gathering, manipulating, structuring and manipulating the data to identify issues and opportunities
- Rallies the team to analyze service performance and report findings accordingly; recommends actions to be taken
- Discusses and shares ideas while the team brainstorms about a potential business case development, providing relevant information & recommendations to help Management make sound decisions
- Structures data packaging in sound reports and ensures dissemination of same in a systematic and regular way

JOB POSTING REQUEST FORM

- Submits monthly & yearly reports and measures performance and results, in addition to other relevant reports
- Executes various reports and summaries for ICT Director, including status reports, problems and progress summaries

Processes Improvement

- Handles the process design, evaluation and implementation in functional areas
- Effectively designs and maintains business and functional processes necessary to ensure efficient task execution and communication

Risk Assessment

- Performs a risk assessment by analyzing current risks and identifying potential risks that are affecting the department/ company
- Performs a risk evaluation of previous risks and comparing potential risks with criteria set out by the company such as costs and legal requirements
- Creates business continuity plans to limit risks
- Conducts policy and compliance audits, which will include liaising with internal audit team
- Builds risk awareness amongst staff by providing support and training within the company in relevance to functional area

People Development

- Leads team members in terms of tasks execution, delegation and staff empowerment, effective guidance, motivation and coaching, performance management and career development
- Removes any barriers that keep the team from completing their tasks
- Responsible for the day-to-day operations and deadlines of team members; sets targets, KPIs and implements guidelines; engages team to achieve goals and project budget
- Engages in role model behavior through building long term wellbeing in the firm; drives changes across levels within department in line with the firm's vision
- Creates an inspiring team environment with an open communication culture

JOB POSTING REQUEST FORM

- Monitors team performance, reports on metrics and conducts performance evaluations to ensure objectives are met

Knowledge, Skills, and Abilities:

Qualifications:

- University Degree in Computer Science, Information Systems, Computer & Communication Engineering or any related technical discipline
- CCNP, CCNA, MCSE & MCSA are required
- PMP is a plus

Technical Skills:

- Proficiency in English and Arabic; French is a plus
- Proven experience in leading teams and in managing strategic and operational processes
- IT infrastructure experience in a complex organization
- Experience in leading IT infrastructure services
- Knowledge in Hyperconverged infrastructures
- Knowledge in Infrastructure virtualization technologies
- Extensive knowledge of at least two of the following: data center operations, database administration, telecommunications, network engineering, client/server computing, hosted systems and hardware platforms
- Strong Experience in systems & networking management, information management & security
- Strong experience in operating systems, physical and virtual servers, storage and backups, disaster recovery
- Proven experience in networking & communications technology
- Thorough understanding of computer system hardware principles and procedures
- Strong experience in IP telephony design, implementation & support
- Strong experience in IT security and Data protection
- Strong experience in Cloud and mobile technology, having dealt with cloud migration technical projects and cross-functional projects

JOB POSTING REQUEST FORM

- Experience in mainframe migration or SAP Hana with a comprehensive portfolio of leading ERP cloud systems and tools to fit business needs
- Good knowledge of Citrix
- Demonstrated experience with a range of technologies e.g. Microsoft Server & Client operating system and infrastructure applications, Cisco Voice and Networking, VMware. Essential, knowledge of IT service management methodologies (e.g. ITIL)

Overall experience:

- 9-12 years

Key Competencies:

- Ability to explain technical issues to technical and non-technical staff
- Ability to analyze and address needs of users
- Excellent and constructive interpersonal skills
- Demonstrated problem-solving and analytical skills
- Aptitude in decision-making
- Strong leadership capabilities & team management skills
- Strong functional skills
- Ability to recommend proactively solution to potential problems
- Highly skilled in handling difficult situations
- Analytical thinking while researching, collecting, mapping and analyzing data
- Sound project management skills
- Ease in navigating in a highly demanding and dynamic environment

Key Interactions:

- External: Service Providers (ISP, DSP), ICT Suppliers
- Internal: ICT Department team members, Information Security Manager, All OMT Employees depending on business needs