

<b>Job Description</b>	
<b>Position</b>	Senior Engineer, Network Administration
<b>Department</b>	Technical Services
<b>Division</b>	Information Services

### Summary of responsibilities

- To ensure smooth and efficient operations of network infrastructure.
- To ensure optimal performance and availability of network infrastructure.
- To ensure on time scheduled preventive maintenance of network infrastructure.
- To ensure all assigned tasks within the unit are completed in accordance to specifications and schedule.
- To provide 1<sup>st</sup> level support for network infrastructure of critical business systems.

### Key Areas of Responsibilities

- Monitor network infrastructure on a daily basis.
- Identify and escalate any technical issue to immediate superior.
- Alert superior on any issues or enhancements required related to the network operations.
- Coordinate and troubleshoot in resolving reported problem logs on timely manner.
- Provide 1<sup>st</sup> level support by identifying, resolving or escalating any network problems until the problem resolved.
- Provide assistance in coordinating activities with participating financial institutions and vendors.
- Participate actively in planning, preparation and implementation of new projects/enhancement.
- Review project activities and provide progress status update on regular basis.
- Configure network equipments (modem, router, switches etc) on specific assignment.
- Schedule and apply on timely basis all vendor-supplied patches and fixes to network devices to ensure the security and reliability of such devices.
- Ensure preventive maintenance for all network devices are performed on timely manner.
- Involve during the preparation of disaster recovery exercise (ad hoc or scheduled).
- Assist banks and third party acquirers during their disaster recovery exercise to ensure they are able to connect MEPS production applications.
- Assist in verifying all telcos billings/invoices related to network administration (i.e. Leased Line, Metro E, PSTN & IPME).
- Review network administration weekly report for management reporting.
- Review test scripts for all new network implementation.
- Review operational acceptance test result for all network implementation.
- Provide input to plan and develop capacity sizing and performance management of the network infrastructure based on requirements of relevant product owners.
- Involve in the preparation of technical baseline document for network infrastructure.
- Regularly review all the relevant procedures, checklists, forms and baseline documents.
- Review network inventory listing for all network equipments at PayNet production and DR sites.
- Coach, mentor and guide subordinates to ensure career growth.
  - Analyzes situations and identifies opportunities and potential risk.
  - Identifies emerging trends to explore organization's growth and improvement opportunities.
  - Develops strategies/ plans while considering multiple perspectives.

### TECHNICAL COMPETENCIES

- **Network Administration**
  - Demonstrate full understanding of network administration, requirements and functions.
  - Ability to monitor network utilization and performance.
  - To ensure network security requirements are updated in accordance to the procedures and policies.

- **Network Design**
  - Demonstrate understanding of network protocols, concept and compatibility.
  - Ability to setup and configure network devices i.e. router, modem, switch.
  
- **Troubleshooting and Problem Solving**

Ability to perform network support, administration and configuration techniques to identify problems or abnormalities, formulate or apply the resolution and preventive procedures to prevent or minimize network infrastructure downtime.
  
- **Technical Product Knowledge**
  - Have appropriate knowledge and understanding of current and future technology in regard to network infrastructure.
  - Ability to assist Network Administrator in developing Technical Baseline Document.
  
- **Documentation Management**

To ensure Procedures are updated (with latest technical process) on yearly basis.

## Qualifications

### MINIMUM QUALIFICATIONS

- Degree in Computer Science; with a minimum of 7 years working experience in IT infrastructure
- Good communication, writing and organising skills.
- Experience in Banking or IT related sector would be an added advantage.
- Able to effectively lead a team.
- Good interpersonal & communications skill (both verbal and written) in English and Bahasa Malaysia.

### ADDITIONAL REQUIREMENTS

- Ability to work independently.
- Willing to work on odd hours.
- Effective communication skills
- Punctual and reliable, with good time management skills
- Ability to deal with emergency situations in a calm, efficient and prompt manner