

Job description: Manager, System Technology

Functional description

The Manager of System technology, hereinafter referred to as the Manager, knows everything about servers, networks, security, telephony and workstations. The Manager understands how the data on the server needs to be secured and how the servers need to be maintained. The Manager is the one person who makes sure that the servers are up and running at all times, that the operating systems are up to date and that the data on the servers is safe.

Scope

The scope of that function is as mentioned above, the entire technical environment of AZEK & ISFSDC. The Manager needs to look after the following details:

- Server infrastructure - all servers (physical and virtual), all different operating systems
- Network infrastructure - Switches, Wi-Fi, VPN, Firewall, AD, etc.
- Telephony - Analog, and for the future VoIP
- Security - Including anti-malware, anti-spam, backup, access management, etc.
- Workstation infrastructure - Including selection, installation, maintenance and inventory

Responsibilities

Running the daily business

First and highest priority is of course the running of business. That means the servers and the entire environment needs to be stable, accessible and reliable. People need to be able to do their daily work. The Manager should be able to monitor all systems so as to react immediately, as soon as anything is not working as expected.

Maintenance of the platform

The Manager needs to assess and document the current situation in all the above-mentioned areas. A clear description of where we are and how the entire environment is set up is crucial. Every area needs to be properly documented. In order to make the entire environment reliable and stable, the Manager needs to be proactive. That means in every area the Manager needs to have a clear view of what needs to be changed, developed or replaced. The Manager has for every area a short-term and a long-term plan of action, both of which need to be discussed with the Head of IT at AZEK.

Training the users

When it comes to security and the usage of workstations, there is a clear need for end-user training. The Manager makes sure that all the employees have an accurate knowledge of how to use the actual infrastructure of AZEK and IndoSwiss.

Planning for the future

As we would like to be prepared for the future in every aspect, it is the responsibility of the Manager to investigate what can be done in a more efficient and better way, so that we can cut costs and increase reliability at the same time.

Interaction with other people in the AZEK and ISFSDC ecosystem

- All documents and proposals need to be discussed with the Head of IT at AZEK.
- For any decision involving costs the Manager will interact with the Head of IT at AZEK.
- The Manager is allowed to take any decision involving effort that requires less than a day of effort. In case more effort is required, the Manager will interact with the Head of IT at AZEK before proceeding on the task.
- The Manager is responsible for interacting with external providers when necessary.
- The Manager has a close relationship with the Business Solution Specialists at AZEK and ISFSDC and needs to make sure that the infrastructure at AZEK and ISFSDC fits the needs of the related solutions.