

Position Description

Network Infrastructure Manager

Role – Purpose and Scope

Network Infrastructure Manager is a role that reports to the CEO.

Your key responsibilities will include IT infrastructure Management, IT security, Systems administration, IT and application support. This position may require support to be provided outside the standard hours of business and may involve travel to client sites. A mobile phone and laptop will be issued to facilitate provision of any out-of-hours service.

Salary Range

This position is full time (nominally 40 hours per week) and the salary offered will be commensurate with experience.

Key Result Areas

Key Result Areas or KRAs are the main functional tasks of the role on which your performance will be measured or assessed every six months.

Key Responsibilities	Outcome	Performance Measure
Internal Infrastructure & Vendor Management	<ul style="list-style-type: none">Oversee the administration and maintenance of the company's infrastructure, and direct IT team members and/or external vendorsWeekly meeting for vendor management and SLAs review to drive accountability and exceed Medtech's operational demands	<ul style="list-style-type: none">High availability and uptime of key IT infrastructure per agreed SLAsVendor support and delivery is delivered within agreed budgets and SLAs

Networking	<ul style="list-style-type: none"> • Assist in the planning and implementation of additions, deletions and major modifications and supporting regional infrastructure. • Documentation of current Group's network topology and keeping it current • Network security is implemented at the local and regional level. 	<ul style="list-style-type: none"> • High availability and uptime of key IT infrastructure per Network SLAs
Cloud Management	<ul style="list-style-type: none"> • Oversee all aspect of Medtech Cloud hosted infrastructure • Provide strategic direction and leadership in growing Medtech's cloud revenue, customer base and competitive advantage • Accountable for the day-to-day management and operational aspect of the cloud infrastructure, ensuring maximum uptime, high performance and stable environment • Regular and timely review of the cloud infrastructure, covering but not limited to security, capacity management, backups and disaster recovery and topology reviews • Review customer cloud issues and escalation with a proactive approach to deliver prompt resolution • Engaged in review of new opportunities with Sales, Customer Care and Software teams to improve Medtech's Cloud services and offering in the market 	<ul style="list-style-type: none"> • 99.99% uptime • 90%> cloud customer satisfaction scores • Meets/exceeds Cloud revenue targets • Medtech Cloud accepted as high value and platform of choice across Medtech's potential and current customers

Internal Systems	<ul style="list-style-type: none"> • Oversee troubleshooting, system backups, archiving, and disaster recovery and provide expert support when necessary. • Work with project teams to help implement Internal Systems. • Support core operational platforms – Dynamics CRM, Sharepoint, Teams, etc • Navision, Telephony, Office 365, TFS/ALM and related infrastructure. 	<ul style="list-style-type: none"> • High availability and uptime of key IT infrastructure per SLAs • Build thorough knowledge of core operations platform
Training & Test Lab Maintenance	<ul style="list-style-type: none"> • Oversee the administration and maintenance of computer stations and software for company training programs and the Software Development teams and provide additional support if necessary. 	<ul style="list-style-type: none"> • Internal lab assets adhere to Medtech IT policy and standards • Review and provides prompt decision of new requests
Internal IT Help Desk Administration	<ul style="list-style-type: none"> • Oversee all help desk activities at the local and regional level. • Respond to escalated help desk issues. • Interact with internal clients on all levels to help resolve IT related issues and provides answers in a timely manner. 	<ul style="list-style-type: none"> • Delivers operational support within the Helpdesk SLA guidelines • 90% > customer satisfaction scores
Asset Management	<ul style="list-style-type: none"> • Manage the purchasing of all software, hardware and other IT supplies • Ensure that company assets are maintained responsibly. • Stock take and inventory 	<ul style="list-style-type: none"> • 100% compliance to Medtech IT policy and procedures covering asset tracking and usage

<p>Provide technical support for implementation issues</p>	<ul style="list-style-type: none"> • Support the Implementation team and customers in scope on IT technical issues by identifying root cause and providing resolution • Work with all relevant parties to identify IT process gaps, implements improved processes ensuring sustainable and robust framework for Medtech product implementations 	<ul style="list-style-type: none"> • Risk items are properly highlighted and mitigation strategies in place
<p>Reporting</p>	<ul style="list-style-type: none"> • Prepare and present weekly IT operational report covering key project status, performance of infrastructure, key escalations and issues • Timely communication to internal stakeholders on planned outages, unplanned outages, customer escalations and other IT operational matters as required 	<ul style="list-style-type: none"> • Delivery of BAU services within agreed SLAs • Prompt delivery of communications on mission-critical IT events
<p>Disaster Recovery</p>	<ul style="list-style-type: none"> • Review current disaster recovery process and business continuity procedures for reestablishing servers, databases and operating systems in the event of disruption. • Perform and analyse disaster simulation for prompt restoration services and conduct security audits when required. 	<ul style="list-style-type: none"> • Conduct minimum two simulations within a 12-month period covering infrastructure and data outage and full recovery to BAU operations. • Capture and document areas of improvements, update processes and communicate outcomes to the business

Information Security Management System	<ul style="list-style-type: none"> • Conduct regular review on the Policies and Procedures of ISO 27001 Certification • Organize Internal Audit twice a year • Organize External Audit • Audit once a year and ensure all policies and procedures are strictly adhered across the organization. Report any deviation from the established policies and procedure • Conduct Management Review Meeting with all stakeholders 	<ul style="list-style-type: none"> • Maintenance of records and 100% compliance of QMS & ISMS
Quality Assurance Certification	<ul style="list-style-type: none"> • Manage and obtain QMS 9001, ISMS certification for the organization on an annual basis. 	<ul style="list-style-type: none"> • Obtain certification and carry out internal audits.
Microsoft Partner Network Management	<ul style="list-style-type: none"> • Manage and maintain Microsoft Gold Partner Certification. Timely annual renewal of the programme including relevant Microsoft Certifications for individual team members. • Attain one new competency every year 	<ul style="list-style-type: none"> • Keep the subscription active all the time

Projects or Other duties:

Objective: To carry out other duties which may be required by the Chief Executive at his absolute discretion from time to time in the course of Medtech's business and which fit the role's purpose as stated and for which the position holder is qualified.

Health and safety

Objective: To ensure a safe and healthy working and learning environment is maintained at all times.

Key Responsibilities	Outcome	Performance Measure
----------------------	---------	---------------------

Observe all Medtech Group's safe work policies and procedures, and report hazards or accidents via health and safety registers as appropriate	<ul style="list-style-type: none"> • Is familiar with health and safety policy of Medtech. • Understands hazard identification and accident reporting protocols 	<ul style="list-style-type: none"> • Health and safety records, hazard and accident registers
Take responsibility for your own health and safety and ensure no action or inaction on your own part harms others in the workplace	<ul style="list-style-type: none"> • Acts responsibly and follows Company policy and procedures for health and safety 	<ul style="list-style-type: none"> • Accident/incident register and hazard register

Person Specification

Part of what makes Medtech as successful as it is, are the highly motivated people who work here. An inspiration to your colleagues, you are a motivated training professional with a proven record of success in delivering quality solutions for both internal and external customers. With a committed motivation to getting things done, you always place Medtech customers at the center of everything you do.

Core Competencies

- Team management experience, comfortable matrix managing teams both face to face and in other parts of the world
- Demonstrable knowledge of the principles and methods of project management
- Excellent client facing skills
- The ability to foster motivation within the team to meet tight deadlines
- The ability to have a strong impact and influence key decisions

Skills and competencies required for this role:

Essential

- Previous operational and technical leadership across the infrastructure environment including infrastructure and networks
- 8+ years' experience within the infrastructure space
- Experience in deploying and managing Public Cloud platforms (Azure and AWS)
- Knowledge of network and infrastructure technologies
- Ability to influence and drive performance of both internal teams and external vendors

Desirable

- A technical qualification MCSA / MCSE and other relevant industry Tertiary qualifications in Technology
- Azure and/or AWS certification
- Medtech Certified Engineer, Qualified PMS / ITIL or equivalent qualification
- An understanding of SQL Databases and Networking experience in complex environments

Skills and Abilities

These are the abilities, attributes and personal characteristics that the staff member will need to consistently display in order to achieve their Key Result Areas (KRAs) [that is, to do the job effectively]. These behaviours describe how someone does the job, whilst KRAs describe what is to be done.

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Instructing — Teaching others how to do something.

Learning Strategies — Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Originality — The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.

Service Orientation — Actively looking for ways to help people.