JOB DESCRIPTION – DEPTUY DIRECTOR (SYSTEMS)

Function: Information Technology	**Reports to**: Director (Information Technology)

Location: Islamabad	**No of Posts:** 01	**Age:** Maximum **40** Years at the time of closing of advertisement.

Job Responsibilities:

1. **Infrastructure Management & Maintenance:**
   - Install, configure, and maintain physical and virtual servers (e.g., VMware, Hyper-V).
   - Administer and support core Microsoft and/or Linux-based systems (e.g., Windows Server 2019/2022, Active Directory, Ubuntu, RHEL).
   - Manage cloud infrastructure, primarily in Microsoft 365 and/or Azure (e.g., Entra ID, Intune, Virtual Machines).
   - Perform routine system backups and implement robust recovery procedures.
   - Manage and monitor all installed systems and infrastructure to ensure high availability.

2. **Security & Compliance:**
   - Implement and maintain security tools, including firewalls, antivirus, and patch management systems.
   - Conduct regular security audits and system hardening.
   - Manage user accounts, permissions, access rights and storage allocations in accordance with best practices.
   - Ensure compliance with company policies and industry regulations.

3. **Network Support:**
   - Assist in managing network infrastructure, including switches, routers, firewalls] and Wi-Fi.
   - Monitor network performance and troubleshoot issues to minimize downtime.
   - Implement and manage VPN solutions for remote access.

4. **End-User Support & Collaboration:**
   - Serve as an escalation point for the help desk to resolve complex technical issues.
   - Provide technical guidance and training to junior staff and end-users.
   - Create and maintain detailed system documentation, network diagrams, and procedural guides.
   - Collaborate with other IT team members on projects and strategic initiatives.
   - Perform any other job-related duties as assigned by Management.

Job Requirements / Skill Set:
- Experience as a System Administrator similar role.
- In-depth knowledge of:
  - Microsoft Windows Server and Active Directory.
  - Core networking concepts (TCP/IP, DNS, DHCP, VLANs).
  - Virtualization technologies (VMware vSphere or Microsoft Hyper-V).
- System security practices and patch management.
- Strong problem-solving and communication skills, with the ability to explain complex technical concepts to non-technical users.
- Ability to manage multiple tasks and projects in a fast-paced environment.
- **Desirable / Preferred**
  - Experience with cloud platforms like Microsoft Azure.
  - Experience with scripting (e.g., PowerShell, Bash, Python) for automation.
  - Knowledge of Linux server administration.
  - Experience with Mobile Device Management (MDM) solutions like Microsoft Intune.
  - Familiarity with backup and disaster recovery solutions (e.g., Veeam, Azure Backup).
  - Relevant industry certifications (e.g., Microsoft Certified: Azure Administrator Associate, CompTIA Server+, VMware VCP, RHCSA).

Qualification:
- Four (04) Years Bachelor's Degree or Masters' degree in Computer Science from HEC recognized university.

Experience:
- **Minimum 6 years** of relevant post qualification experience.