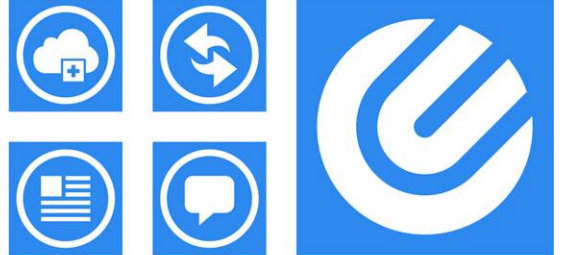


## Job Description

Infrastructure and Cloud Services  
Team Leader - APAC



Version:  
1.0

Status:  
Final

Date:  
18-OCT-2019



**arkadin**  
COLLABORATION SERVICES  
an NTT Communications Company

**Microsoft Partner**  
Gold Messaging  
Gold Communications  
Gold Hosting

Job Title	Infrastructure and Cloud Services Team Leader - APAC
Context	<p>The leader of the APAC Infrastructure and Cloud Services Team that delivers exceptional technical support and the project delivery capability to manage, develop and secure our global infrastructure.</p> <p>The Infrastructure and Cloud Services Team Leader is responsible for operational support of Applicable's cloud environments. Applicable's cloud environments are O365 and Unified Communications As A Service (UCAAS) platforms hosted in geographically dispersed data centres across four continents. You will be responsible for the performance and availability of all infrastructure components within an ITIL framework.</p> <p>You will participate in strategic roadmap projects by designing and deploying solutions that are secure, highly available and which meet the needs of our enterprise scale customers. You will deliver projects according to PRINCE2 methodology.</p> <p>You will possess skills and experience in infrastructure technologies such as Microsoft Operating Systems, virtualisation, storage, server and desktop hardware, as well as Microsoft System Centre suite and supporting applications.</p>
Reporting To	APAC Regional Manager
Main Duties	<ul style="list-style-type: none"> <li>• Develop, manage and support the APAC Infrastructure and Cloud Services team</li> <li>• Work closely with the Network Team Manager and the Infrastructure and Cloud Services Team Managers to deliver work within region</li> <li>• Incident Management and participation within Duty Incident Management team</li> <li>• Delivering and supporting infrastructure services to ensure value for our customers, the users and Applicable</li> <li>• Project ownership or executing project tasks with infrastructure technologies</li> <li>• Designing infrastructure solutions that are part of the strategic roadmap, customer or security requirements</li> <li>• Ownership of the technical solutions for assigned customers</li> <li>• Maintenance of our infrastructure and desktop environments</li> <li>• Deployment or rationalisation of infrastructure in our data centres</li> <li>• Maintain certification and industry awareness of infrastructure technologies and trends</li> <li>• Supporting the security function</li> </ul>

	<ul style="list-style-type: none"> <li>• Participation in the DIM on-call rota</li> </ul> <p>Other duties as directed by your manager from time to time</p>
<p>Experience, Knowledge, Skills and Abilities</p>	<p>You will have experience in leading a team or as a senior engineer delivering support or projects ideally in a large enterprise or service provider environment. Depending on your skills and experience, you will possess a broad skill set progressing to Subject Matter Expert level of knowledge in relevant infrastructure technologies.</p> <p>Essential</p> <ul style="list-style-type: none"> <li>• Self-motivation and ability to motivate a team to continually grow, develop and improve</li> <li>• Task management and coordination of tasks within the global team</li> <li>• Demonstrate effective and efficient collaborative team work</li> <li>• Plan, assign and supervise the work of others</li> <li>• Microsoft server and desktop Operating Systems</li> <li>• Storage technologies including Dell Compellent SAN</li> <li>• Virtualisation technologies i.e. Hyper-V and VMware</li> <li>• Microsoft System Centre suite e.g. SCOM, SCCM, SCDPM etc. as well as backup and monitoring technologies from other vendors</li> <li>• Server and desktop hardware</li> <li>• Microsoft Azure and O365</li> <li>• SQL Server database administration including high availability features</li> <li>• Active Directory including multiple domains/forests</li> <li>• PowerShell scripting</li> </ul> <p>Desirable</p> <ul style="list-style-type: none"> <li>• Microsoft certification e.g. MCSE, MCSA</li> <li>• Microsoft Azure and O365</li> <li>• Microsoft Exchange with high availability</li> <li>• Data centre management and support experience</li> <li>• Basic Linux knowledge</li> <li>• Basic networking experience</li> <li>• Basic SharePoint knowledge</li> </ul>