

Manager IT Engineering & Support

In a continuously evolving industry, we are looking for highly skilled professionals that are passionate about excellence, are results-oriented, and have a long-term commitment to the company. Working at CTEX, means being part of a team, expressing concerns, dealing with constructive criticism, and always focused on finding new and creative ways to enable our customers to meet their challenges and opportunities.

JOB TITLE: MANAGER IT ENGINEERING & SUPPORT

SUMMARY Responsible for directing all engineering and provisioning of the company's core internal IT infrastructure. Key areas of responsibility include: development and implementation of all networking core infrastructure, security management infrastructure and services, cloud computing services, managed services and storage management solutions. Person coordinates vendor solutions, assesses viability of product offerings, selects products, and manages implementation. Person also develops run time procedures for various core IT infrastructure areas. Ideal candidate must be hands on and build a world-class engineering team. Person would report into the VP of Operations and work in a team setting with his/her peers in the areas of service delivery, facilities management and customer support.

- RESPONSIBILITIES**
- Select and manage the integration of all vendor solutions
 - Must possess a competitive technical fluency in core data center technologies and architecture including virtualization, server architecture, and cloud computing solutions
 - Develop core run-time procedures and processes for all IT infrastructure components, including servers, networking equipment, storage infrastructure and IT monitoring systems
 - Develop core operational processes for IT equipment including but not limited to:
 - Provisioning
 - Monitoring
 - Capacity & Performance management
 - Change Management
 - Asset Management
 - Patch / Release Management
 - Knowledge Base Management
 - Escalation Process
 - Emergency Management
 - Equipment Entry/Removal Process
 - Purchasing / Requisition & Approval Process
 - Build support team to manage all IT infrastructure components

- BACKGROUND & EXPERIENCE**
- Bachelor's degree in Computer Science/Information Technology or equivalent is preferred including any relevant industry certifications
 - 10+ years IT experience and 4 years' experience focused on data center architecture and technologies as well as technical proficiency for networking, cloud and storage solutions
 - Experience in running and operating data center grade core technologies

BENEFITS CTEX offers its employees a rich selection of benefits designed to help them advance their careers and ultimately to finding the perfect work-life balance. Ultimately, developing your passion, realizing your vision and. satisfying your desire to be the best is your personal responsibility. We will make sure to help you get there.

INQUIRIES Submit inquiries to Mrs. Sunita Bottse via email at sbottse@ctexpartners.com. For more information, visit our website at www.ctexpartners.com