

Assistant Manager (Technical Officer), (IT Infrastructure Support)
Singapore Institute of Technology

Direct Link: <https://www.AcademicKeys.com/r?job=258100>

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Posted Jun. 10, 2025, set to expire Oct. 10, 2025

Job Title Assistant Manager (Technical Officer), (IT Infrastructure Support)

Department Professional Officers

Institution Singapore Institute of Technology
Singapore, , Singapore

Date Posted Jun. 10, 2025

Application Deadline Open until filled

Position Start Date Available immediately

Job Categories Associate/Assistant Director

Academic Field(s) Computing/Informational Services

Job Website <https://careers.singaporetech.edu.sg/cw/en/job/498947/assistant-manager-technical-officer-it-infrastructure-support>

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Job Description

Assistant Manager (Technical Officer), (IT Infrastructure Support)

Job no: 498947

Department: Professional Officers

Contract type: Contract

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At SIT's Professional Officers Division, we bring our rich industry experience and technical skills into our work, creating a better physical environment where learning and innovation take place.

We work with teaching programmes and innovation projects to improve the skills of our students and strengthen and energise our industry and the wider community.

We are currently seeking an **IT Infrastructure Technical Officer** to provide vital technical support and expertise across our network and system infrastructure. This role encompasses the comprehensive management of diverse infrastructure equipment within the **software, network, server, hypervisor, and security domain**.

Key Responsibilities:

Data Centre and Lab Infrastructure operation

- Conduct physical installation and visual inspection of data center and Lab infrastructure equipment including power/data cables, fire suppression, and UPS.
- Manage allocation and capacity of the rack space, device ports, power, and cooling system for new installations or relocation requests.
- Coordinate with vendors, including escort and supervision, to ensure continuous operation of data center and lab infrastructure as per requirements
- Manage small to medium networking projects implementation within the area of specialization, including but not limited to, **cloud system or virtualization, SDN, network/security appliances, Wi-Fi, VPN, SIEM, and traffic management**.
- Routine configuration of system/network/security appliance based on the request.
- Follow a data center best practices during setup and installation, including airflow, cable management, and power consumption.
- First/second-level troubleshooting, and escalating to upper-level support.
- Proactively manages and maintains teaching lab resources including essential hardware upkeep, conducting software upgrades, and responsive troubleshooting to facilitate seamless educational activities.

Administrative

- Observe and suggest for improvement of network solutions and technologies.

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- Manage data center and lab infrastructure resource assets and inventories including procurement, license renewal, and warranty process.
- Decommission unused equipment following the standard procedures.
- Updating and documenting all network configurations, firmware, network diagrams, and cable labelling.
- Maintain proper documentation and reports for auditing and tracking purposes.
- Assist the teaching modules for distributing and tracking small lab equipment to the students as well as provide necessary guidance.

Job Requirements:

1. **Educational Qualifications:** A Diploma, Bachelor's degree, or higher in Computer Science, Information Technology, Electrical Engineering, or any other relevant field.
2. **Certifications:** All network, system or cloud certification but *Cisco, Huawei, Aruba, or Palo Alto* will be advantageous.
3. **Technical Skills:**
 - Proficient in network and security technical area and in-depth understanding and practical hands-on on network/security devices.
 - Ability to analyse and evaluate networks, identify issues and provide solutions to ensure networks are operating efficiently.
 - Ability to install and configure equipment based on change request, performance changes, and capacity scaling.
 - Familiar with HVAC/CRAC, UPS, battery, and generator system is a plus.
 - Hands-on experience on Cisco, Huawei, Aruba, AWS, Palo Alto, or FortiGate products is advantageous.
 - Familiar with IP address management, network monitoring system (e.g., SolarWinds,...), network configuration manager, traffic analyser, server/ application monitoring, VM manager, or syslog management is a plus.
 - Familiar with basic administration of Windows Server, Linux, VM Hypervisor, and VMWare operating systems is preferred.
4. **Experiences:** At least 3-5 years of experiences in a technical support on production network and IT infrastructure.

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Advertised: 10 Jun 2025 Singapore Standard Time

Applications close: 09 Dec 2025 Singapore Standard Time

Contact Information

Please reference Academickeys in your cover letter when
applying for or inquiring about this job announcement.

Contact

Singapore