JOB DESCRIPTION & ANNUAL ACCOUNTABILITIES

Name:		Reporting To: Manager Technology Services	
Position Title:	**Lead Systems Engineer**	**Direct Report:**	**Systems Engineers (3)**
Department:	**Technology Services**	**Location:**	**Colombo, Sri Lanka**

POSITION PURPOSE:

The main responsibility of this role is to work within the global infrastructure and engineering team to design, build and support engineering solutions for a global adventure travel company. You will be leading a team of engineers and working with a global team of engineers to support and improve the security, capability and performance of all IT systems. As a key leader of our team, you will work closely with senior technical staff globally and end-users to deliver the best possible solutions with the latest techniques and tools.

You will work from idea to completion on new systems as well as changes to existing infrastructure. This will require excellent communication skills and great eye for detail.

ACADEMIC, PROFESSIONAL QUALIFICATIONS AND EXPERIENCE

- Extensive demonstrated experience in managing and directing projects, including timelines, budgets and risks across an agile environment
- A record of achievement through setting direction, articulating a vision, motivating, mentoring and promoting teamwork to deliver project outcomes within time, cost and risk requirements
- Strategic thinking, issues management and problem-solving skills experience in leading a team of engineers in an infrastructure service operations environment
- Excellent communication skills and proven capacity for successful negotiation, consultation and stakeholder management
- Extensive experience managing Unix and Windows server environments on both physical and virtual environments
- Extensive experience in virtualisation technology in both on-premises and cloud-based environments
- Advanced skills in scripting and automation (PowerShell, Shell, DSC, etc.)
- Hands on experience in AWS cloud is an added advantage
- Experience in container technology in an enterprise environment would be beneficial
- Bachelor's degree in Science or Engineering from a recognized University
- ITIL foundation certification is mandatory

DESIRED SKILLS AND ATTRIBUTES

- The ability to lead staff and work in a supportive environment respecting your peers, and being supportive of them
- An open mind, and a desire to always look for ways to improve the skills and techniques of yourself and your team
- High level of integrity, professionalism and attention to detail in your work
- Excellent written and verbal communication skills which enable you to work with staff from all levels of the global organisation
- The ability to develop and maintain processes and procedures which support continual improvement within the team and organisation

Annual Operational Accountabilities	Benchmark Measure
System Engineering tasks	• Schedule, control, and manage delivery all infrastructure projects successfully • Leads the day-to-day operational support for server, storage or cloud infrastructure • Ensure system connectivity of all servers, shared software, and other applications and report to Tech Services manager and Solutions Architect weekly basis • Ensure to patch all our production servers as per the agreed time frame
Collaboration	• Collaborate with Solutions Architect and Engineering team to configure and implement end-to-end technology solutions
Reporting	• Responsible to create monthly reports of Systems Engineering team (KPIs status, team performance etc.) • Monitor and test system performance; prepare and deliver system performance statistics and reports • Create and maintain documentation as it relates to system configuration, mapping, processes, and service records
Communication	• Train the Systems Engineering team in areas beyond their expertise • Mentor Service Operations team members

	• Ensure all risks and issues are escalated to the appropriate stakeholders • Communicate effectively with offshore teams • Work in globally distributed teams • Ensure all changes are effectively communicate within Service Operations team
Strategic tasks	• Provide input to the strategic direction of technology investments to assist in the development of the enterprise architecture roadmap and maximize the return on technology investment by weekly/monthly basis