IT Manager

Company Overview:

Established in 2010 and headquartered in Singapore, BIPO is a trusted provider of payroll and people solutions in **over 160 global markets.**

Our comprehensive HR offerings include **Human Capital Management solutions**, **Global Payroll Outsourcing**, and **Employer of Record services**, powered by our award-winning HR Management System and Athena BI (Business Intelligence) platform.

At BIPO, we deliver customised services and scalable tech-enabled solutions that automate processes, simplify workflows, and generate actionable insights.

Key Responsibilities:

- Managing the regional IT Infrastructure team to run the IT operations and to ensure timely completion of requests, projects, and closure of incidents.
- Maintenance of IT infrastructure (servers, database, cloud IT infrastructure, local office IT infrastructure, end user computing devices) and monitoring of IT systems to maintain and meet objectives in system security, availability, disaster recovery, system performance.
- Scheduled program updates and deployment of BIPO SaaS Applications used by BIPO customers
- Administration of third-party SaaS (Azure AD, Office 365, Atlassian JIRA, DocuSign, Slack, etc.)
- Approval of IT service requests and assignment of IT tickets among IT infra team
- Monthly reporting of IT infra project status, IT expense report, and cost optimization monitoring
- Endpoint and server vulnerability management and system upgrades before end of life
- Response to system and security alerts related to IT systems in scope, and management of incident response rehearsals to maintain the team's readiness and to meet compliance requirement.
- Periodic review and update of IT policies, SOPs, and documentation
- Support the business team in responding to client's IT infrastructure and IT security questions
- Head the end-user IT support, manage purchase of IT assets, maintain IT inventory and renewal of software and support subscription
- Liaise with external auditor and user department reps and for execution of IT system external audit projects. Perform periodic activities to support IT compliance.
- Lead in some IT projects and other duties as assigned related to IT infrastructure and security

Requirements

- Minimum Bachelor's degree in Information Technology or equivalent field of study. Preferably with Master degree
- Strong knowledge and hands-on experience in AWS Cloud computing and Azure Active Directory administration, candidates with AWS Solution Architect and Azure Administrator certifications are preferred.
- Minimum of 10 years experiences managing IT Infrastructure in a medium to large companies, with solid experience in leading and managing a global IT Infrastructure team and managing SaaS applications server infrastructure.

- Good interpersonal skills, ability to interact with all levels of staff, effective communicator
- Good project management experience, problem solving skills, documentation skills, and relevant experience in IT infrastructure support (administration of Windows server, SQL Server, Active Directory, DNS, IIS web server, Firewall, Network equipment, PC support)
- Resourceful, well-organized, efficient, detail oriented
- Be willing and available to respond to urgent production system incidents outside regular office hours on an as-needed basis.
- Fluency in English and Chinese is mandatory
- Able to travel to meet the above responsibility when required

Useful links

- Website: www.biposervice.com
- Facebook: https://www.facebook.com/biposvc
- LinkedIn: https://www.linkedin.com/company/bipo-svc/

To apply for this role, please contact **asean.hr@biposervice.com.**