Job Description – Senior IT Engineer (IT Infrastructure)

Report to – Deputy Head of IT Infrastrucutre

Key Responsibilities:

- Configure and maintain IPsec tunnels (GRE over IPsec, IPsec v2) to ensure secure and reliable communication with member banks enabling the uninterrupted flow of financial transactions.

- Troubleshoot network issues and ensure efficient data flow within the organization.

- Manage firewall policies using Palo Alto and FortiGate, including configuring IPS, web filtering, and application filtering to ensure network security from external threats.

- Support the operations of F5 Load Balancers, assisting in configuring Local Traffic Manager (LTM) and SSL certificate renewals for optimized application delivery and network performance.

- Manage virtual machines (VMs) on platforms like VMware and Proxmox, ensuring optimal resource allocation and system uptime and operational efficiency for virtualized environments.

- Install and maintain server operating systems (both Windows and Linux) to support enterprise applications and ensure system performance and stability.

- Implement VLAN configurations and ensure the proper functioning of network systems.

- Troubleshoot and resolve network-related issues effectively to ensure smooth data flow.

- Proactively monitor IT systems and infrastructure, addressing potential issues to minimize system downtime and interruptions.

- Provide hands-on troubleshooting for complex infrastructure issues.

- Work closely with vendors and cross-functional teams to implement infrastructure projects and maintain day-to-day operations.

- Maintain accurate and up-to-date documentation for system configurations, processes, and incidents to ensure consistent knowledge sharing, regulatory compliance and issue resolution.

- Provide operational support for MPU's daily infrastructure activities, operations and assist in resolving issues assigned by IT Managers.

Job Scope

The Senior IT Engineer (IT Infrastructure) oversees the technical management of network, server, and security infrastructure to ensure seamless operation of Myanmar Payment Union's critical payment services. The scope includes:

- Configuring networks and firewalls to safeguard data and systems.

- Managing virtualization and servers to enhance operational efficiency.

- Operating load balancers to optimize application performance.

- Collaboration with internal teams and external vendors to implement and maintain IT projects.

- Monitoring, troubleshooting, and documentation to ensure operational reliability and compliance.

- Maintaining the stability, security, and efficiency of network, server, and virtualization environments.

- Ensuring seamless communication and transaction processing for MPU services.

- Overseeing firewall, load balancer, and network configurations.

- Managing virtualized environments and server infrastructure to meet organizational needs.

- Providing advanced troubleshooting support for network, server, and application issues.

- Coordinating with internal teams and external vendors for successful project implementation and maintenance.

- Maintaining accurate system documentation and ensuring compliance with organizational and regulatory standards.

Hard Skills:

Networking & Security:

- Proficiency in configuring and maintaining IPsec tunnels (GRE over IPsec, IPsec v2) for secure communications.

- Advanced understanding of network protocols, including VLAN configurations and routing.

- Expertise in firewall administration (e.g., Palo Alto, FortiGate) with experience in intrusion prevention systems (IPS), web filtering, and application filtering.

Load Balancing:

- Hands-on experience with F5 Load Balancers, including LTM, SSL certificate management, and optimizing application delivery.

Virtualization:

- Strong knowledge of virtualization platforms such as VMware (ESXi, vSphere) and Proxmox, including virtual machine configuration, migration, and resource management.

Server Administration:

- Proficiency in managing Windows Server (2012, 2016, and other versions) and Linux systems.

- Experience with server roles like Active Directory (AD), DHCP, DNS, and SSL certificate management.

Monitoring & Troubleshooting:

- Ability to monitor IT systems and resolve infrastructure issues using advanced analytical tools and diagnostic techniques.

Cloud Services:

- Familiarity with Microsoft 365 or similar productivity tools for managing enterprise-level cloud-based collaboration platforms.

Technical Documentation:

- Skill in creating, maintaining, and updating documentation for configurations, processes, and troubleshooting guides.

Cybersecurity:

- Knowledge of vulnerability assessments, implementing security policies, and adhering to compliance standards.

Soft Skills:

Problem-Solving:

- Analytical mindset to diagnose and resolve complex technical issues efficiently.

Communication:

- Strong verbal and written communication skills to coordinate with cross-functional teams, vendors, and stakeholders.

Collaboration:

- Ability to work as part of a team and liaise effectively with internal departments and external partners.

Time Management:

- Excellent organizational skills to manage multiple tasks, prioritize work, and meet deadlines.

Adaptability:

- Flexibility to adapt to changing technologies and organizational needs.

Attention to Detail:

- Precision in configuration, troubleshooting, and documentation to ensure system reliability and compliance.

Leadership:

- Ability to take ownership of tasks, mentor junior staff, and contribute to the team's overall success.

Proactive Attitude:

- Initiative to identify and address potential issues before they escalate into significant problems.

Job Specification

- Bachelor's degree in Computer Science, Information Technology, or a related field (preferred).

- Certifications such as CCNA, Fortinet NSE, Palo Alto ACE, or VMware VCP (preferred).

- Minimum 2–3 years of experience in IT infrastructure and network management roles.

- Strong hands-on experience with configuring and maintaining IPsec tunnels and VPNs (GRE/IPsec, IPsec v2).

- Proven experience in firewall administration (Palo Alto, FortiGate) and load balancer operations (F5 LTM).

- Proficiency in server administration (Windows/Linux) and working with virtualization platforms (VMware, Proxmox).

- Advanced knowledge of network protocols and VLAN configurations for efficient data communication and network security.

- Expertise in firewall security policies, intrusion detection systems (IDS/IPS), and application filtering.

- Competence in managing virtual machines and optimizing server performance.

- Strong troubleshooting and analytical skills to resolve complex IT issues promptly.

Benefits

- Bonus
- Meal & Transportation Allowance
- Overtime Payments
- organizational Trip & refreshment
- Provident Fund
- Welfare Fund

Career Growth Opportunities

- Training provided
- Learn new Skills on the job
- Promotion opportunities
- Management potential

Working Hours(9:00 AM to 5:00 PM)

Off Day (Saturday, Sunday & Public Holiday)

If you are interested in this position, please contact us at this email(mpuadmin@mpu.com.mm)

before **31th March 2025.**