

# Role Description

## IT Systems Engineer (Phnom Penh)



### Overview:

DFDL is a leading international law firm specialized in emerging markets with regional legal, tax and advisory investment expertise developed throughout the Mekong region (Cambodia, the Lao PDR, Myanmar, Thailand, and Vietnam), Bangladesh, and Singapore and a dedicated focus on South and Southeast Asia, and beyond.

With a team of over 140 local and foreign lawyers and advisers in 10 offices in Asia, and 3 collaborating firms in Cambodia, Indonesia, and the Philippines, we provide unique value propositions and innovative solutions to our clients, with a particular focus on:

- Banking and Finance
- Corporate
- Mergers and Acquisitions
- Energy, Mining and Infrastructure
- Real Estate and Construction
- Taxation

### Position:

We are looking for a qualified candidate to join our **Phnom Penh office** as the **IT Systems Engineer (ITSE)**. The ITSE is primarily responsible to provide day to day support and maintenance to the IT Infrastructure Operations. He / She will be accountable for support and maintenance to the Infrastructure and Networking systems. The Engineer will support the Asia Pacific offices to ensure the availability, performance, and security of the production environment. He/ She will provide second level support specific to the firm's infrastructure requirements and technical support to IT officers across the firm.

<b>Reports to:</b>	Regional IT Director;
<b>Key internal relationships:</b>	Regional IT Director; Systems administrator and other IT officers;
<b>Salary range:</b>	Competitive, varying based on the qualifications and experience;
<b>Position type:</b>	Permanent, Full Time;
<b>Applicants eligible:</b>	Any qualified candidate.
<b>Location:</b>	Phnom Penh, Cambodia. Some short term travel to other locations may be required.

### Main duties of the role:

Reporting to and taking instructions from the Regional IT Manager, you are expected to undertake the following activities and tasks:

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Since 1994

No 30, Norodom Boulevard, 4<sup>th</sup> Floor BRED Bank Building  
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### Kaspersky Anti-Virus Security Console Management

- Set and manage new maintenance procedures;
- Check KAV stats reports;
- Check KAV access filtering;

### Office 365

- Maintain Office 365 suite of services included Sharepoint, Exchange, Team and OneDrive
- Maintain Mimecast services for Exchange;

### AWS / VM Servers

- Maintenance (Manage OS upgrades, Manage System monitoring and Alerts);
- Server 2012 Hyper V and Citrix XenServer
- VM Backups;
- Design and deploy new configurations (Server pools and Hardware/resource management);

### Windows Active Directory Domain structures

- Manage users / PCs / servers between forests / domains;
- Manage security and users

### Cisco Firewall and VPN management

- Wide Area Office Network, Setup new VLANs (users, servers, printers, peripherals);
- Document the standard configuration of (Workstation settings, Server settings);
- Setting the VPN firewalls as per policy;

### Server Room / Data Center maintenance

- Ensure the server maintenance checklist procedures are completed. Maintain and update the server room maintenance checklist;
- Labeling - keep labels up to date, concise, and understandable;
- NEATNESS - Make sure equipment, cabling, etc. is neat and orderly; and
- Visual Indicators - Alert lighting/LEDs, Alarm panels, Visual check logs, etc. should be easily viewable and up to date. LEDs/panels should be checked constantly.
- Manage various Disaster Recovery and Business Continuity tools.

### *Competencies, Knowledge & Experience Required:*

#### Essential skills & experience:

#### Technical skills

- Technically sound in Windows10Pro, Office 2013/2016, Server 2012 R2 / 2016 Hyper V or higher, Exchange 2010; Office 365;
- Strong technical aptitude, especially relating to PC/Server/Network hardware;
- Proficient with enterprise troubleshooting/monitoring tools and network operation concept, such as Kaspersky Security Center and MS Office 365
- Good documentation skills

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### Personal qualities

- Ability to work in a dynamic and supportive team environment;
- Possess good verbal and written English communications skills;
- Execute with excellence;
- Proactive and self-motivated;
- Make a continuous effort to broaden personal knowledge and skills to become more effective in this role;
- Manage flexible work hours to extend during weekends and off hours.

### Prior experience

- At least five years of relevant experience in a full-time IT role, IT consulting or in house support work.

### Desirable skills & experience:

- Knowledge of VM platforms such as Citrix XenServer and Windows Hyper V 2012;
- Knowledge of Cisco IOS specifically with Security Appliances and Managed Switches;
- Knowledge of MS SQL and SharePoint;
- Technical diploma or equivalent employment experience.

### Contact Details:

Email: [careers@dfdl.com](mailto:careers@dfdl.com)

Website: [www.dfdl.com](http://www.dfdl.com)

Phone: +855 23 210 400

Link to our online job announcement: <https://apply.workable.com/dfdl/j/E7887BBAF9/>

Applications should include a curriculum vitae or resume, accompanied by a covering letter outlining the candidate's interest in and suitability for the position; then send E-mail to [careers@dfdl.com](mailto:careers@dfdl.com) or submit in person to No 30, Norodom Boulevard, 4th Floor BRED Bank Building, Sangkat Phsar Thmey 3, Khan Daun Penh (PO Box 7), Phnom Penh, Cambodia.

Please note that this position is urgently needed and open until filled.

All applications and expressions of interest will be treated confidentially, being reviewed only by DFDL Senior Management and Human Resources team.