

Role Description

IT Systems Engineer Mid-Level (Phnom Penh)



Overview:

DFDL is a leading international law firm specialized in emerging markets with regional legal, tax and investment expertise advisory developed throughout the South and Southeast Asia, and beyond.

With a team of over 150 local and foreign advisers in 9 countries (Cambodia, the Lao PDR, Myanmar, Thailand, Vietnam, Singapore, Bangladesh, Indonesia and the Philippines) including the collaborating firms, 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; and
- 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 for providing a day to day support and maintenance to the IT Infrastructure Operations (e.g. the Infrastructure and Networking systems). The ITSE will support the DFDL's 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.

Reports to:	Regional IT Director
Key internal relationships:	Regional IT Director, Systems administrator and other IT officers
Salary range:	Competitive, varying based on the qualifications and experience
Position type:	Permanent, Full Time
Applicants eligible:	Any qualified candidate
Location:	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 Director, you are expected to undertake the following activities and tasks:

Orion Solar Winds

- Manage/maintain firm wide groups in all offices
- Add new features (Cisco port flooding detection and alerts Server monitors)

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No 30, Norodom Boulevard, 4th Floor BRED Bank Building
Sangkat Phsar Thmey 3, Khan Daun Penh (PO Box 7)
Phnom Penh, Cambodia

t: +855 23 210 400
f: +855 23 214 053
e: cambodia@dfd.com

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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/Exchange Servers

- Maintain Office 365 hybrid on premises exchange system
- Maintain Mimecast services for Exchange
- Manage firm wide Skype for Business, MS Teams, One Drive, OneNote and other o365 tools

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

- Draft plans to migrate users/PCs/servers between forests/domains
- Clean up security and user OUs

Cisco Firewall and VPN management

- Wide Area Office Network, Setup new VLANs (users, servers, printers, peripherals)
- Document the standard configuration (e.g. Workstation settings and 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
- 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 Windows 7/8/10, Office 2010/2013/2016, Server 2008 / 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 SolarWinds and Kaspersky Security Center
- 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

DFDL Mekong (Cambodia) Co., Ltd. – Regional Office

Email: careers@dfd.com

Website: www.dfd.com

Link to the online job announcement: <https://dfd.workable.com/jobs/1107016>

Contact person: **Mr. Rithy Va – Regional HR & Admin Officer**

Applications should include a curriculum vitae or resume, accompanied by a covering letter outlining the candidate's interest in and suitability for the position. Please note that this position is open until filled. Applications will be reviewed and processed on a rolling basis and only shortlisted candidates will be contacted.