

## **Manager, IT**

### **Job Description**

- Oversee the integration and optimization of the company's ERP and MES systems, including Business Central and Power BI.
- Collaborate with cross functional teams to define system requirement, identify opportunities for process improvement.
- Manage the systems updates, upgrades, and troubleshooting for ERP and MES environments, including Business Central and Power BI.
- Conduct regular training to all staff on IT & OT.
- Manage all the company's servers and MSO365 environment.
- Establish, review, implement and uphold the effective implementation of IT policies, infrastructure and operations protocols on a regularly basis, aligning it with company digitalization transformation initiatives, including cyber security protection & cloud migration plan.
- Providing helpdesk plus on-site technical support for all staff on hardware/software/operating systems issues.
- Be part of the Business Continuity Planning (BCP) team in the fulfilment of Disaster Recovery Planning (DRP), and Cyber Security Incident Response Plan.
- Conduct regular IT audits on system administration, operations, and processes.
- Tracking of IT Assets/Equipment, purchase of IT related equipment and control IT related inventories.
- Maintain and implement systems and IT administrative documentation including SOP and operational workflows.
- Ensure the infrastructure support for the current and future needs, particularly in alignment with expansion projects.
- Handle annual budgets, reviewing quarterly expenses and achieve value optimization.
- Manage any other new IT related projects and activities as assigned by the reporting manager.
- Lead the Information technology/Information Communication Technology(ICT) department.
- Manage contracts with vendors and software licenses.
- Overall-in-charge of the cyber security protection for the company including the implementation of systematic risk mitigation plan, preservation of company data and information security, IT Networks infrastructure structures, network access, firewall, antivirus and backup systems.
- Regularly review and update and maintain company's cybersecurity policy through proactive planning and deliver management reports on IT security.
- Oversee IT infrastructure at repair center in US, ensuring that it aligns with the company's overall IT policies and standards. Ensure seamless network connectivity between the headquarter and repair center.

- Provide IT technical support to repair center for potential integration of customer return application with company ERP system.

**Requirements:**

- Degree in computer science / information science (or related field) preferable with min. 8 years IT internal/external project management experiences; Or
- Diploma in computer science / information science (or related field) preferable with min.10 years IT internal/external project management experiences.
- Experience in IT infrastructure design.
- Experience in setting and maintain hybrid Cloud architecture.
- Experience with the cyber security, and risk fixing from internal and external penetration on running system.
- Must embrace and be keen in continuous lifelong learning.
- Meticulous with a keen eye for details.
- Good communication skills (verbal/written).
- Good teamwork.

If you are looking for challenges and have the qualities and experience to undertake this challenging opportunity, please write to [hr@fongspl.com.sg](mailto:hr@fongspl.com.sg) with your detailed resume stating your qualifications, experience, present and expected salary, and notice period.