

We are on a journey of cultural transformation, focused on people, and seeking to enhance diverse talents. Shall we do this together?

Join our diverse team.



Position:

Senior Technical Analyst IT Infrastructure & Service

Work Location: **Sorowako**

For Regional-National Recruitment

Purpose of the Role:

The role is required to provide a comprehensive technical analysis to plan(strategy), design, transition, operation, and continual improvement in IT infrastructure and services within scope of facility and data center (DC/DR) services, network (wired/wireless) and telecom (fixed/mobile) services, hosting (on premise/cloud/virtualization/hyperflex) services, and security services, in order to fulfill PT Vale Indonesia business requirements with highest level of availability, reliability, and visibility. He/she also needs to establish targets to achieve monthly and quarterly goals within annual milestones.

Accountabilities:

1. Ensures alignment of IT infrastructure (facility & data center, network & telecom, hosting, security) standards and strategies with business requirements, as well as ensuring effective and timely delivery of services.
2. Ensures all IT infrastructure practices and procedures are being followed and maintains the required documentation associated to the solution, especially critical for those systems that are deemed to be material through compliance reference.
3. Ensures quality, integrity, accuracy, reliability, right sized, measurable, and efficient delivery of supported services and procedures.
4. Ensures development and execution of IT infrastructure services plans understanding local and global requirements.
5. Provides maintenance, enhancement, and support functions, as well as a strong understanding of all other associated systems whether they are directly or indirectly related. Goal is to achieve minimal business disruption.
6. Participates in medium to large IT projects as technical resource or as a subject matter expert (SME).
7. Maintains up-to-date knowledge of IT technology and business processes and systems, to be able to fully guide the direction for the associated technology.
8. Accountable for external vendor management (monitoring service levels, escalation, contract management, etc.).
9. Continuous improvement – contribute regularly to the efficiency and effectiveness of related processes which translate into tangible benefit.
10. Service orientation – participate in meeting customer needs (internal & external) affectively, and at the same time, generating good feedback as part of the deliverable for each & every interface the role meets..



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Technical Specializations:

1. Preferably having worked in IT system integration company or other company with experiences level of medium to high complexity.
2. Having experience and currently holding a valid certification for one of the minimum network certifications in professional level or higher (CCNP Enterprise or CCNP Collaboration).
3. Having experience and currently holding a valid certification for one of the minimum virtualization certifications in professional level or higher (VMware Certified Professional - VCP).
4. Have experience in implementation, analysis, monitoring, and development of network services, hosting services, and security services which include wired/wireless, data center, cybersecurity, voice, video, data management/storage, hyperconverged, cloud, Linux-based and Microsoft, or other forms of services in legacy and development according to technology in the market.
5. ITILv4 certification, and have a good risk assessment, in regards of IT technical aspects, effort, resources, and cost.
6. Ability to document processes/procedures, functional specification etc.
7. Strong leadership, analysis, communication and presentation skill.
8. Expert knowledge of Microsoft product (Word, Excel, Visio, PowerPoint, MS Project).
9. Customer/user/business oriented, detail oriented, passion to learn, explore new things related to system, problem solving, and think out of the box
10. Fluent in English and Bahasa..

Requirements:

1. Minimum Bachelor-Degree in Information Technology/Information Systems/Computer Science/Computer Engineering, with minimum 5 years experiences.
2. VMware Certified Professional - VCP
3. ITILv4 certified
4. CCNP Enterprise or CCNP Collaboration certified.
5. Fluent in Bahasa and English.

How to apply:

- Submit your application to <https://s.id/1JH7P>
- Closing date (inclusive) is on **June 1, 2023**
- Only applicants that meet requirements with complete documents as required above will be notified for further selection process.
- In our commitment to fostering diversity, equity, and inclusion in the workplace, we warmly invite women and worker with disabilities to apply for this position.
- For further information about PT Vale Indonesia Tbk please visit <https://vale.com/indonesia/>.



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