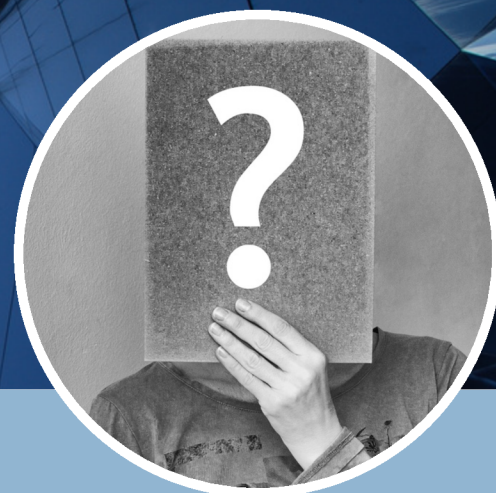# IT Systems and Cloud Administrator

THE SEACEN CENTRE

Principal Duties & Responsibilities

ICT

- Provides user systems and technical support for the SEACEN Centre's computer hardware, software, cloud infrastructure services and applications, Local Area Network, and network security. This includes servers, workstations, and all IT related devices and network infrastructure.
- Plans and executes IT projects in all phases (initiating, planning, development, testing and implementation).
- Advise on IT related solutions for the Centre, specifically the support and maintenance of the SEACEN Centre's infrastructure, applications and hardware setup.
- Responsible for maintenance and backup of cloud infrastructure, systems and services to ensure efficient and uninterrupted services to all users.
- Provides technical IT support to all the SEACEN Centre's training and meeting events.
- Manages computer hardware and software inventory and end-to-end device lifecycle. Liaises with vendors on procurement and develops recommendations for new suitable technology solutions for hardware, software, upgrades, add-on packages or system applications for mission/business operations
- Assists Manager in the formulation of policies, guidelines and strategies to enhance the SEACEN Centre's cybersecurity, compliance, and strategic knowledge assets repository.

Communications

- Assists in the implementation of communications strategies and branding including the SEACEN Centre's campaign and brand elements for communication materials and publications to internal and external stakeholders.
- Assists Manager to maintain a close relationship with other strategically relevant to organizations to gather and solicit information relevant to internal and external stakeholders.
- Initiates environmental scanning for timely and effective updates to internal stakeholders for enhancement of their job efficiencies.
- Perform any other relevant duties as required and / or assigned by Management.

Compensation, Benefits and Requirements

The position offers competitive salary conditions and benefits. The following documents should be sent to hr@seacen.org by 18 June 2025:

- latest CV
- relevant graduate/postgraduate certificates
- current salary
- expected salary in the advertised position
- Three (3) professional references, one each from people who have worked with you in a professional capacity and who can comment on your suitability for the advertised position
- recent passport-size photo (optional)

Only shortlisted candidates will be notified.

Role Purpose

Maintains and provides key support of user systems and technical support for the SEACEN Centre. Coordinates and facilitates the implementation of the SEACEN Centre's IT and communication strategies and policies, in line with the SEACEN Centre's vision, mission and strategic direction.

Summary of Qualifications

Qualification: Bachelor's degree in Computer Science/Information Systems, Communication with a minor in Information Science or equivalent from an accredited university. Exemption from the required academic qualification would be given to those who have demonstrated competence of at least 5 years as IT Administrator/Systems Administrator/IT Executive. Having CompTIA or Microsoft certifications is an advantage.

Experience: A minimum of 5-years of experience in the area of technical support, systems and cloud administration.

Technical Skills Requirement

- Familiarity with Microsoft 365 cloud environment
- Familiarity with network and firewall administration
- Managed Networking (LAN/VLAN), and VPN administration
- Familiarity with server (on-premises or cloud) management
- Knowledge of IT architecture and management
- Knowledge of Cloud based system administration
- Knowledge of PowerShell scripting
- Knowledge of database management
- IT Vendor management
- IT documentation and reporting
- User support, troubleshooting & escalation
- Application of Backup and Recovery Systems

Location and Reporting

Kuala Lumpur, Malaysia.
Position reports to the Manager of IT and Communications (ICT), The SEACEN Centre

The SEACEN Centre