IT Infra Responsible and Systems Administrator – M/WPermanent contractIstanbul, Turkey

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Company: Société Générale Assurances

Location: İstanbul

Category: other-general

IT Infra Responsible and Systems Administrator – M/W

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Responsibilities

SG Corporate and Investment Banking Türkiye is one of the foreign banks with the longest history in Türkiye. The bank started its operational activity in 1990 and soon became a leading partner for large corporate and financial institutions.

SG CIB Türkiye offers tailor-made financial solutions for its clients via its branch in Istanbul with a team of close to 50 professionals and leveraging on its international expertise in Investment Banking, Global Finance and Global Markets. Thanks to its longstanding involvement in the financing of important development and infrastructure projects in the country, SG CIB Turkey has built strong relations with the largest companies operating in the Turkish market. SG CIB plays a key intermediary role between issuers and investors, corporates and financial institutions, offering issuers a broad access to markets and offering investors smart solutions and access to investment opportunities.

Mission:

The IT Infra Responsible and Systems Administrator knows and complies with the regulations, rules and procedures, internal and external applicable in the context of its function and follow the compulsory training.

Tasks and responsibilities:

Adhere to the Leadership Model which is structured around our 4 values: team spirit, innovation, responsibility and commitment and focus on the client

Perform and follow up tasks closely whether assigned by the Chief Information Officer (CIO) or per job description

Administer servers, supervises network and telecommunication lines, monitors servers and other equipment through tools and email alerts

Perform daily morning controls on servers, other infra equipment and some critical applications, checks logs

Run batch jobs such as Interwise end-of-day and others and records them on operational forms together with other recurrent tasks

Perform operations concerning backup tapes and maintain backup policies and send/receive back-up media to/from DR site, follows-up the cases daily and close them as per prioritized

Cooperate with internal, central IT teams and external providers

Give on-the-job trainings to his/her colleagues as to level the technical knowledge and experience

User & Application Support & Helpdesk & maintenance Perform helpdesk role in weekly shift with other members of the team, helps & assists end users with desktop/laptop HW &SW, corporate mobile devices and first level Network requests and incidents, install desktops, servers, network devices & related software including periodic anti-virus updates and patches, Manage printers and print services, sanitizes old PCs and servers that are decommissioned Give at least first level support for all systems and all applications Plan and follow-up of Periodic maintenance of IT equipment through 3rd party companies

Request, Incident, Change & Problem Management Comply with global incident management & problem management procedures, creates outageware & post-mortem accordingly: 100% of high incident with post-mortem < 5 working days after the incident to be issued Create tickets for every incident and support requests within the scope Perform production changes of hardware, software and application objects/executables including Interwise complying with change and release management procedures while ensuring the production service is not impacted by activities, infra weekends, releases, upgrades Perform post-implementation checks after each change Produce weekly case, changes, problems report for close follow-up of the requests, incidents, releases and problems in alternance with other team members Coordinate communication with 3rd party providers especially with Intertech at technical level, receive updates from the providers and installs them on test and production platforms. Prepare application test platforms, performs changes onto test platform, launches tests

Compliance & Security Fulfil assigned tasks and provide support & assistance in the frame of audit, inspection, security assessment and penetration tests missions and recommendations within the assigned deadlines while keeping the overdue at zero% Follow up closely security vulnerabilities on the systems and ensure security patches are timely installed to remediate the security vulnerabilities Be familiar and comply with security procedures, regulations (such as SOME, BDDK) standards and respect code of conduct Encourage and advice clients and colleagues to comply with security rules & procedures Reports all security based issues and alerts, adheres to clean desk policy, secure IT medias and other critical documents Keep orderly IT department within the responsibility including the cabling around his desk Respect the following percentage : KPI - 0% on late audit recommendations, default of PS execution and late action plan, KPI - 100% on eLearning and awareness performed, and on compliance to processes Contribute to improve our risk management

Profile required

Studies & experience:

At least 5 years of experience preferably in financial sector & in corporate companies

Language skills:

Good command of English in speaking , writing and listening

Technical, operational & Soft skills:

Very good administrator knowledge and command of Microsoft Windows server and desktop operating systems

Good knowledge in Microsoft basic Office set, to perform operational and administrative tasks

Good knowledge in networking and TCP/IP, ability to perform operations in patch panel & datacenter

Very good knowledge of operational procedures, good relations with clientsWindows Active Directory (changes, deletion, groups managements, permissions managements, domain policies managements)

MS Windows server 2016/2019 and onwards

MS Windows Office 2016 – advanced knowledge, macros & user support

MS SQL 2019 / 2022

SCCM server

Vmware, ESX

MS SQL DBA

Outlook administration and user support

Symantec Enterprise Vault user and legal archiving

NOVA Boxer installation and support

Symantec (Veritas) Netbackup for tape back-ups

Basic storage operations on NetApp

Datacenter operations

Anti-virus systems & network devices management

Advanced network knowledge:TCP/IP, DNS, DHCP, SFTP, SSH, VPN, WAN, MAN, LAN

architectures

Management of Balabit - SysLog NG

Having a constructive approach within the IT team as well as the users

Genuine curiosity about our users'/internal partners' needs

Proposing solutions to develop and enhance the quality of service offered to our clients/internal partners

Accountability for his achievements and mistakes

Challenging targets to himself & strives for better performance

Positive attitude in the team & fosters a climate of mutual trust

Why join us

Société Générale Türkiye is a multi-category bank offering every employee the possibility to have several careers in a professional career path. Internal mobility and training are two core areas we focus on, in a dynamic, prosperous and evolving context.

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