Job profile for Tech Lead – Network and Infra

Reporting Structure

Reports to:
- VP Eng – Infra Arch. & Security

Indicative KPIs

- Time to resolution for issues
- Network uptime
- Servers uptime

Key Responsibilities Areas

- Providing supervision and management of the IT administration staff as well as support the infrastructure & network design
- Support the implementation and continuity of GeM's production network infrastructure
- Maintain documentation and working knowledge of different aspects of the GeM platform infrastructure and network.
- Work closely with members of the IT staff to ensure very high levels of network availability, security and efficiency of the platform
- Support in managing the load on the different servers and databases
- Serve as the lead technical resource for network production operations support and relevant systems projects
- Responsible for translation of requirements into specifications and ensuring quality and delivery on time
- Responsible for real-time issue resolution of issues on production systems when needed
- Work closely with the GeM MSP in defining the right standards and setting up best practices for deployment and development environment
- Any other responsibility as assigned by the competent authority from time to time

Qualifications and Skill Sets[1]

Mandatory
- Minimum 10 years of experience with 6+ years of experience as a network/system administrator managing large scale network/communication environments.
- Bachelor/Masters degree in computer science/IT from premier institute[1] (top 50 as per current list)
- Working technical knowledge of relevant and current network hardware, protocols, and Internet standards
- Designed or deployed on an cloud environment and worked in virtualization, storage and performance tuning

Preferred
- Demonstrated capability in areas of disaster recovery and preventing cyber/network security and performance issues
- Experience in Data Center / Hosting / Distributed network environments.
- Proven expertise in the cloud environment in the following areas: NMS, routers, switches and firewalls, Port configuration, Configuration of TCP/IP (V4/V6), RIP/OSPF/BGP/STP protocol parameters, Interface with ISPs for troubleshooting WAN link issues, Security protocol (SSL, Kerberos)
- OEM Certified Network Professional (CISCO)
- Knowledge of Docker, Kubernetes and Maven
- Strong interpersonal and communication skills, both oral and written, are required for daily interaction with team members
- Capability to work in a fast paced high growth environment