



RxLogix Corporation

Title: Director- Infrastructure

Location: Noida, India

Date: 13th Oct 2020

General Purpose: The Director of Infrastructure and Security Services provides leadership for the IT Customer Success, IT Operations, Networking, and Security teams responsible for the design, deployment, operation, and support of our core computing environment. They will provide IT services including end user support, file servers and data management, as well as productivity, messaging, and collaboration applications. The Director will have solid technical infrastructure and security experience as well as a superior service-oriented approach to infrastructure operations. As a member of the IT senior leadership team, the role contributes to the development and execution of the global IT strategy.

Job Status: Full Time

Essential Duties & Responsibilities:

- Direct IT Infrastructure & Security teams, including aligning strategies, setting priorities, coordinating projects and resources, and the reporting of group activities.
- Participate in the development of IT strategies in collaboration with peers and senior management.
- Own the project lifecycle and be responsible for managing technical and operational risks and issues for smaller projects that are not led by the Project Management Organization (PMO).
- Design and implement short- and long-term strategic plans to ensure infrastructure capacity meets existing and future requirements.
- Develop, implement, and maintain policies, and procedures for infrastructure administration.
- Establish service level agreements in alignment with company and business unit objectives and needs.
- Ensure all IT support requests are met per our published SLA's. Continuously strive to improve client support:
- Identify opportunities and recommend solutions for improving service efficiency and effectiveness
- Participate in IT initiatives to address potential service issues
- Have a working knowledge of department-specific applications
- Responsible for maintaining IT asset management and preventative maintenance of all corporate servers, PCs, peripherals, and IT infrastructure
- Oversee the upgrade and administration of applications, servers, storage, databases, networks, security, desktops / laptops, and mobile devices to achieve high availability and performance objectives.
- Evaluate, recommend, implement, and administer cloud-based services to provide key functionality to customers and internal users. Negotiate and manage contracts with key service providers to ensure service levels are met.
- Design, implement, and manage systems/applications monitoring processes and tools to proactively identify and resolve problems within our computing environments.

- Design, implement, and manage corporate IT backup, disaster recovery, and overall business continuity plan
- Ensure stable performance environment enterprise wide:
- Monitor and analyze problems that occur, ensuring that problems are identified and solved as rapidly and efficiently as possible
- Participate in various IT projects intended to continually improve/upgrade the infrastructure, such as evaluation of new software and hardware required to meet a business need or to make a process more cost effective
- Drive strategic and operational direction for our Security Operations team and maintain responsibility for ensuring the maintenance, operations, and support of the security infrastructure including intrusion prevention systems, firewalls, web filtering, SSL VPN, RADIUS, DLP, PKI, Anti-Virus, identity access management, vulnerability management, MDM, E-mail security etc.
- Act as an escalation point for the team on operational issues and help to remove barriers that prevent security projects and efforts from moving forward.
- Collaborate with other operations teams to ensure successful implementation of security strategies and architectures to enterprise applications and infrastructure.
- Create, measure, analyze, and present reports to management representing current information security operations, and identify where opportunities for improvement exist.
- Produce regular reports that demonstrate, track, compare, and analyze corporate security solutions and the identification, investigation, and resolution of security events and incidents detected by those systems.
- Ensures compliance with GDPR, PCI, ISO and other necessary controls to protect data and information assets.
- Ensures compliance with CS Governance standards, KPIs, etc.

Minimum Requirements:

- Bachelor's Degree in Information Systems, Computer Science, Management, or related fields.
- 8+ years' experience building and managing infrastructure and security teams.
- 12+ years progressive hands-on experience in IT systems administration, network administration, security, operations and 24x7 support.
- Experience with global operations and remote staff
- Strong inter-personal and communication skills (oral and written) are necessary
- Strategic and detail oriented with strong customer service skills.
- Well-versed in best practices and evolving architectural trends, including experience utilizing cloud IaaS and PaaS and building SaaS-based applications with AWS, Azure, Office365, etc.
- Strong understanding of common enterprise services (directory services, etc.), products (Client servers, Cisco UCS, VMWare, Veeam, Cisco Nexus, Cisco Meraki, Fortinet, etc.), operating systems (Linux, Windows), containers, middleware, messaging protocols and databases.
- In-depth knowledge of information security architecture for key infrastructures and capabilities, including, but not limited to: Identify & Access Management; Endpoints; Servers; Network; Database; Mobility; Cloud; Data Protection; Solution Development. Familiarity with load balancing technologies, preferably F5 BIG-IP
- Deep understanding of load balancing technologies, preferably F5 BIG-IP
- Keep current with the latest technologies and research potential cost-effective solutions where possible.
- Develop business case justifications and cost/benefit analyses for IT spending and initiatives.
- Microsoft, Security, ITIL, or other relevant certifications preferred.

- Familiarity with Oracle Databases, other relational and non-relational databases
- Familiarity with web applications such as JBoss, Tomcat, and Apache
- Familiarity with PowerShell, bash, Python and/or Ruby scripting
- Understanding of networking fundamentals

Preferred Qualifications

- Ability to deploy and maintain monitoring and alerts within the environment that are informative and actionable.
- Demonstrated leadership and oversight of project implementation.
- Good understanding of the organization's goals and objectives.
- Strong interpersonal, written, and oral communication skills.
- Able to conduct research into issues and products as required.
- Ability to prioritize and execute tasks in a rapidly evolving environment and make sound decisions in pressure situations.
- Ability to present ideas in a user-friendly language.
- Highly self-motivated and directed.
- Keen attention to detail.
- Proven analytical and problem-solving abilities.
- Strong customer service orientation.
- Experience working in a team-oriented, collaborative environment.

Travel Expectations

5-10%