# IT Infrastructure Engineer

**Deadline:**
01-12-2026

**Contact person:**
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**Office:**
Manila, Alabang (SSC), Philippines

**Location:**
Alabang–Zapote Road, 1780, Muntinlupa

## General Overview of the Job:

The IT Infrastructure Engineer is responsible for the operation of secure and highly available computing platforms, servers, and networks. This role will ensure ongoing reliability and performance, in support of SCANGL's IT infrastructure. This includes monitoring the operating environments, responding to incidents, problems and working on changes and planning for growth. Serves as the technical expert in the areas of servers, storage, virtualization, enterprise cloud platform. Other responsibilities will include troubleshooting problems as reported by end users, supporting Web access and electronic messaging services, and maintaining a secure systems environment.

## Education, Experience, Certification Requirement:

Education: College/University Graduate, Certificate or Equivalent courses related to technology

Experience Requirement: 5 years' minimum experience (required)

Certification: Industry Standard Certifications related to role such as CCNA, Microsoft, AWS/Azure, or CompTIA are an advantage.

## Job Duties and Responsibilities:

### System Administration

- Responsible for the upkeep, monitoring, and support of the infrastructure environment and/or facilities.
- Creates and validates IT system baselines, including documentation validation.
- Ensures that IT system security baselines are met and that security enhancements are applied across server environments.
- Implement, monitor, and maintain organizational software updating technologies (patch management/software distribution solutions).
- Manage backup systems, procedures, and technologies. Collaborating across teams to ensure that IT system updates and service pack deployments are carried out with minimal disruption to production operations.
- Monitor and manage anti-malware (anti-virus/anti-spyware), anti-spam, and intrusion detection/prevention technologies and/or systems within the organization.
- Creates processes to guarantee that proper user privileges and access are granted, as well as data integrity and security.
- Recommends operating system improvements to offer cost savings while maintaining production performance and availability.
- Analyzes data from monitoring operations to identify system-wide improvements.
- Monitors' performance proactively identifies downtime issues, offering recommendations to resolve them.
- Actively monitors and publishes the availability plan, which discusses the capabilities of the IT infrastructure to meet the business's availability requirements.
- Collaborates with vendors and architects to comprehend their technology roadmaps.
- Create plans for implementing new technology.

### Security

- Reports on security issues as needed and gather necessary information.
- Examines audit trails for systematic security infractions.
- Make security suggestions and participate in investigations as appropriate.
- Ensures compliance with security regulations.

### Network

- Installs, configures, and maintains approved telecommunications/network hardware and software.

•Responsible for the upkeep of structured cabling systems, telecom systems, WAN, LAN, Wireless Networks, and local Internet, remote access, VPNs, and connectivity protocols.
•Implements the specified changes to telecom/network software or hardware.
•Creates WAN, LAN, device profiles, device environments, directories, and security for newly deployed networks.
•Assists the user community with connectivity and other network/communication concerns.
•Keeps track of network equipment installed.
•As needed, coordinates installation and maintenance work with outside vendors.
•Assigns and manages IP addresses and host names for IT Infrastructure equipment.

**Documentation**

•Documents new or changed functionalities, modules, and test activities/results in accordance with specifications.
•Creates and/or updates technical and end-user documentation.
•Ensure that documentation is created and maintained.
•Contributes to the creation of documentation for new infrastructure solutions.

**Others**

•Leads end-user training sessions.
•Able to work a flexible schedule.
•Additional responsibilities as needed.