



IT EXECUTIVE DATA CENTER

SCHOOL/UNIT	Information Technology Services
SUB-UNIT	IT Infrastructure
CLASSIFICATION	HEW Level 5
WORK LOCATION	Main campus

ORGANISATIONAL CONTEXT

Monash University is a modern, global, research-intensive university, delivering education and research excellence in Australia and across the Indo-Pacific. We are making a positive impact on today's global challenges – whether by mitigating climate change, easing geopolitical insecurity or fostering healthy communities. Monash University is Australia's largest university and a member of the prestigious Group of Eight, a group of Australia's eight leading research universities. We have been consistently ranked among the world's top universities, at 42nd globally in the QS World University Rankings and 54th in the Times Higher Education World University Rankings in 2024, reflecting our strong commitment to academic and research excellence.

Monash University is a global university with four campuses in Australia and a campus in Malaysia and Indonesia. In India, Monash Research Academy is a postgraduate research and PhD training partnership with the Indian Institute of Technology Bombay, whilst Monash-Suzhou is a partnership between Monash University and Southeast University focused on world-class research and training in China. The Monash University Prato Centre meanwhile provides a European base for international research and education. Additionally, Monash has extensive international partnerships and study abroad programs with more than 100+ partner universities around the world.

Established in 1998, Monash University Malaysia is Monash's third-largest campus and one of Malaysia's most respected higher education institutions. More than 9,700 students representing approximately 77 nationalities are currently enrolled at Monash Malaysia, and they enjoy a quality study experience supported by committed staff members. We place a strong emphasis on student experience and strive to produce graduates who can lead and contribute to their local and regional communities. Our graduates can be found in positions of importance all over the world. Since welcoming our first cohort of 417 students, we have graduated more than 27,500 students, including 800 PhDs.

We pride ourselves in educational excellence, offering degrees in arts and social sciences, business, engineering, information technology, medicine, psychology and health sciences, pharmacy, and science across seven schools. New courses in emerging areas, including artificial intelligence, data science, digital business and pharmaceutical science, expand our range of

internationally-recognised degrees for a changing world. We invest in constantly upgrading our facilities to incorporate cutting-edge teaching and learning technology to enhance our students' and staff's experience.

In line with Monash University's strategic plan, Impact 2030, our research focuses on issues of national and global significance. We strive to formulate and implement solutions that could mitigate the effects of climate change, promote geopolitical security in the ASEAN region and improve health and wellbeing to enable communities to thrive. Our [research projects](#) and [researchers](#) are making long-term and sustainable impact across health, economics, policy, technology, the environment and society at large. We also offer a broad range of [world-class infrastructure and services](#) to support the needs of the research community and industry.

Our campus is located in Greater Kuala Lumpur, one of the region's industrial hotspots. We sit in the heart of the rapidly developing economic corridor linking Singapore, Kuala Lumpur, Bangkok and beyond. Our education and research are oriented towards deep engagement with this dynamic socio-economic and industrial landscape.

Monash University Malaysia is committed to delivering quality education and research to address the global challenges of our time, and we have ambitious plans to reach our goals. Join us as we make a positive difference for the betterment of communities worldwide.

For further information, please visit www.monash.edu.my.

The Information Technology Services (ITS)

ITS unit is responsible for the provision of all Information Technology (IT) related services at Monash University Malaysia (MUM) and is divided into two sub units, consisting of the Infrastructure and the Support Services & Engagement. Further information about the ITS unit can be found at www.monash.edu.my/its.

POSITION PURPOSE

The IT Executive Data Center works within a highly technical team supporting the campus IT infrastructure. The position focuses on managing and maintaining Monash University Malaysia's overall data center & system infrastructure services.

This includes supporting general infrastructure and system-related activities stated below;

- Identity management
- Servers, Storage & Backup management
- IP Telephony, and Managed Print management
- Virtualization Technology
- Data Center Management
- Co-hosting management for other stakeholders

Reporting line: The position reports to Data Center Operations Leads under general direction.

Supervisory responsibilities: Not applicable

Financial delegation: Not applicable

Budget responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Manage and follow up on requests/break-fix tickets related to Identity Management and servers according to Monash's Service Level Agreements standards.
2. Perform procedures such as hardware/software management, documentation of processes, monitoring activity, and access to the data center and its operations section to ensure that there is compliance with security policies.
3. Perform periodic service renewal and billing.
4. Develop and maintain inventory of Server, Printer, Router and IP phone, and related hardware and software.
5. Coordinate and implement ITS infrastructure projects and upgrades with vendors to meet service delivery of the Information Technology Services unit.
6. Contribute to the overall success of the Information Technology Services by performing all other duties and responsibilities as assigned by the supervisor.

KEY SELECTION CRITERIA

1. A Bachelor's Degree in Computer Science/Information Technology; or extensive knowledge, training and/or experience in IT-related fields.
2. At least 2 years of progressive IT administrative experience.
3. Proven working experience in Data Center management and data governance.
4. Excellent knowledge of technical management, information analysis, and computer hardware/software systems.
5. Demonstrated experience in core technologies including but not limited to Windows Servers, Active Directory, Veeam Backup, MSSQL, and Virtualization technologies.
6. Good interpersonal skills with the ability to communicate verbally and in writing with diverse stakeholders.

OTHER JOB RELATED INFORMATION

- Willing to travel to remote campuses to understand current business units and IT challenges in order to recommend solutions.
- Willing to work outside of regular working hours including weekends or public holidays as and when required.
- Attend regular and ongoing training as required.
- Undertake related IT certification courses as and when required.

LEGAL COMPLIANCE

Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Personal Data Protection; Research Conduct; and Staff/Student Relationships.