



Division	Corporate Services
Department	Information Technology
Job Title	Senior Executive
Grade	D1
Name of Staff	XXX
Reporting to	Director, Corporate Services
No. of Subordinate	-

JOB DESCRIPTION

Responsibilities (Summary)

The Senior Executive, Information Technology is responsible for overseeing, managing, and ensuring the reliability, security, and efficiency of INSKEN's IT infrastructure, systems, and office technology. This role provides technical leadership, delivers strategic IT support, and works closely with management, users, and vendors to support organizational operations.

Job Description

IT Infrastructure, Systems & Security

- Oversee and manage LAN network and internet connectivity to ensure stability, security, and optimal performance.
- Administer and maintain core IT systems including email server, IP-PBX system, accounting system (FACT) and programme-based systems.
- Ensure proper system configuration, user access control, and data security.
- Implement and monitor regular system backups and recovery procedures.
- Ensure compliance with organisational IT policies, standards, and best practices.
- Manage and monitor CCTV and access control systems to support office safety and security.

IT Hardware, Maintenance & End-User Support

- Manage the lifecycle of IT hardware including procurement, setup, maintenance, and disposal.
- Maintain laptops, desktops, mobile devices, printers, and IT peripherals in good working condition.
- Provide advanced IT support, consultation, and troubleshooting to users.
- Ensure timely resolution of IT issues to minimise operational disruption.
- Maintain accurate IT asset inventory, documentation, and maintenance records.

Office Technology, Facilities and Administrative Support

- Ensure meeting room facilities such as projectors, sound systems, and video conferencing equipment are fully functional.
- Provide technical and logistical support for meetings, programmes, and organisational events.
- Coordinate and attend to basic office and administrative maintenance matters, including lighting (e.g. replacement of bulbs), minor fixtures, office furniture, pantry items, and general office equipment.
- Support day-to-day administrative and facilities upkeep to ensure smooth office operations.
- Liaise with building management, contractors, or vendors for office maintenance, repair works, and routine servicing.
- Monitor office facilities condition to ensure a safe, comfortable, and functional working environment.

Vendor Management, Planning & Continuous Improvement

- Manage IT vendors, service providers, and maintenance contractors.
- Monitor vendor performance, service delivery, and contract compliance.
- Plan and coordinate system upgrades, enhancements, and maintenance schedules.
- Prepare IT reports, recommendations, and documentation for management.
- Identify opportunities for continuous improvement in IT systems, services, and processes.
- Perform any other IT-related duties as assigned by management.
- Undertake any special assignments, ad-hoc functions and related duties as and when assigned.

MINIMUM REQUIREMENTS	
Education	<ul style="list-style-type: none"> • Bachelor's Degree in Information Technology, Computer Science, Information Systems, or a related field.
Experience	<ul style="list-style-type: none"> • Minimum 5 – 7 years of relevant working experience in IT operations, infrastructure, or system/network administration. • Experience in managing organisation-wide IT systems and providing senior-level technical support. • Experience in vendor management and IT project coordination will be an added advantage.
Special Knowledge and skills	<ul style="list-style-type: none"> • Strong knowledge of LAN/WAN networking, internet connectivity, and IT security. • Hands-on experience in server administration, email systems, IP-PBX, and office IT infrastructure. • Good understanding of accounting systems, CCTV, and access monitoring systems. • Strong problem-solving, analytical, and decision-making skills. • Good communication, leadership, and stakeholder management skills. • Able to work independently and manage multiple priorities effectively. • Familiar with IT policies, data protection, and best practices. • Proactively employs strategic and critical thinking in solving issues and challenges – exhibit sound practical judgment. • Able to work long hours, under pressure and within tight deadlines. • Good interpersonal skills and strong presentations abilities.