JOB DESCRIPTION (JD)
Sun Life Asia Job Evaluation Process

Date:		**Manager title:**	Head Application Services and Infrastructure
Job title:	Senior Infrastructure manager	**Function:**	Information Technology

Job purpose

- The IT Senior Infrastructure manager is responsible for the delivery, maintenance, operations of all technology infrastructure and operations of all applications deployed within Sun Life Vietnam, including data centers, AWS Cloud Hub, network services, telephony, service monitoring, user support/help desk, end-user computing, servers, storage and related software and applications. This position is operationally responsible for ensuring the availability and integrity of all IT systems, IT Applications, Infrastructure and Cloud services. This leadership level position will be required to make technical decisions and work closely with cross-functional business areas and all other IT teams including Regional Office and Corporate teams. Additionally, he/she will assume a leadership role in selecting, testing and rolling out new technologies that provide improvements and keeps pace with current trends of the industry.
- This role will be also responsible for consolidating, running, and driving the continuous evolution and improvement of Sun Life's digital transformation, and accountable for the continuous optimization of the Infrastructure budget. This role will drive the transformation to the next generation digital infrastructure with close alignment with the architecture, application, and security teams to drive adoption and improve Cybersecurity protection. The role will need to work closely with Regional Office and Corporate to manage the relationships and operational integration of third-party/external vendors, Software-as-a-Service (SaaS) providers, and other cloud vendors.
- Besides, this role also supports the Department Head in providing the vision and roadmap for the next generation digital enterprise strategy and provide transformation strategy to the IT infrastructure and operations, aligning the technological changes with the IT and business strategy. This role will work with senior leadership to set the technology direction, help to define the target state and the corresponding roadmap to achieve that from the current state.

Major accountabilities

Leadership	
- Provide technical leadership of the department - Set strategic direction, vision, and roadmap for the IT infrastructure transformation - Up to date on market trends to explore how emerging technologies can benefit the company, and decide the most suitable migration plan from existing technologies	20
Resourcefulness	
- Strong stakeholder management and change management to ensure new technologies introduced are adopted seamlessly with expected return on investment - Handle multiple tasks and priorities effectively to ensure changing business needs and regulations/guidelines are fulfilled according to required timeline - Ability to work in a fast-paced environment and able to manage multiple data centers and Cloud services with alignment to regional infrastructure and Corporate governance	20
Build a High-Performing Team	
- Establishes, manages and coaches team to achieve challenging objectives and performance expectations - Attracts, motivates, develops and retains high potential talents - Establish clear, measurable KPIs to monitor and improve team efficiency and effectiveness - Leads and promote out of the box thinking in the team - Creates an environment that values cooperation, open communication, and teamwork with agile and fail fast culture - Serves as a role model by demonstrating a commitment to company values, high performance	20

standards, workplace diversity, and driving results	
Innovation • Think "out of the box" and develops creative solutions to complex technical and process problems • Review existing work processes and identify new ways of working and/or improvements to have continuous efficiency improvements • Analysis the details of problems and identify hidden issues which cause productivity loss. Derive smart actions to expose these hidden issues and identify corresponding solutions to resolve them • Continuously evaluate and identify the most suitable model to run Infrastructure IT Services, with reference to the market trend and competitors in insurance industry	20
Delivery and operational support • Ensure all Infrastructure IT Services SLAs are achievable. Discuss and align with business to reallocate investments, if needed, in order to achieve the desired SLAs. • Ensure all Infrastructure IT Services met Corporate, RO, and local guideline and no critical audit or vulnerability breach • Deliver continuous improvement on Infrastructure IT Services, either as cost savings per annum or improve in service level or service scope with the same cost • Support Department Head to Perform annual budget and resource planning for Infrastructure IT Services • Optimize Cloud Infrastructure Services to have effective and saving operation	20

Specialized knowledge

- Strong analytical, communication, interpersonal, problem solving, organizational and time management skills
- Excellent influencing skills at all levels and the ability to develop and maintain good relationships
- Strong sense of ownership and accountability
- Be a strong agent for change/transformation. Be able to facilitate new processes and standards that could impact working environment / culture
- The ability to work within an open, consensus based organization
- The ability to manage and interact in a matrixed organization is essential
- The ability to think "outside the box" and develop creative solutions to complex technical and process problems
- Work effectively both independently and as part of a team, self-motivated and deadline driven
- Strong customer service orientation
- Goal oriented, and be able to work with other teams to achieve goals
- Handle multiple interrupts and be able to multi-task effectively
- Deal with a highly demanding business customer base and set client expectations appropriately

Problem solving

- Possess sharp business acumen to capture innovative and sustainable opportunities and react quickly
- Take a broad organizational view when solving problems.
- Build and maintain influential relationships with senior management (both Technology and business).
- Understand how decisions are made, and influence decisions by effectively communicating the meaning, impact, and parameters of technology opportunities and risks.
- Build and maintain relationships with peers by providing technology leadership.
- Ability to drive and lead in a matrix organization
- Lead effectively both independently and as part of a team, goal oriented, self-motivated and deadline driven
- Look for opportunity that can reduce the overall operating cost, and how to change the business model and

services that is most suitable to maximize business values.

Education and experience

- Strong experience (10 years +) managing large scale infrastructure delivery and operations, network management, data center and Cloud operation and, preferably in finance and insurance industries under a global company.
- Successful track record building out a matrix organization, including managing budgets and creating Key Performance Indicators (KPIs) used to manage the business
- Strong ability to define engineering and operational processes to maximize efficiency of the infrastructure team
- Strong exposure to dynamics of banking and insurance industry, or consumer-oriented businesses.
- Experience to lead an information technology consulting team in a multinational system integrator firm is highly desirable
- Undergraduate degree in information technology or engineering from a recognized top tier international university.
- An advanced degree from a premier international business or engineering school is preferred.
- Fluency in English and Vietnamese
- Experience in AWS infrastructure and Operation is preferred

Communication scope

- Internal – works closely with IT and non-IT senior management and respective stakeholders to enable communication. Foster interdepartmental cooperation.
- External – establishes and maintains working relationships with technology suppliers. Develop industry-related professional contacts. Actively participates in industry-related seminars and workshop.

Management scope

Total number of direct reports: 05

Total number of staff managed (direct and indirect): 12