



Job Description

Position Title	Deputy Manager, Network Operations
Department	Information Technology
Reporting To	Senior Manager, Data Centre Services
Type of Position	Full Time

POSITION DESCRIPTION

The Deputy Manager, Network Operations at Habib University is a critical role responsible for ensuring a secure, reliable, and high-performing network environment across LAN, WLAN, and Next-Generation Firewalls. As part of the IT – Data Centre team, the incumbent will drive network availability and performance through proactive monitoring, rapid troubleshooting, and continuous optimization of mission-critical systems. This position offers an excellent opportunity for experienced professionals to contribute to a dynamic academic environment while aligning advanced network operations with institutional growth and innovation.

DUTIES AND RESPONSIBILITIES

- **First-Second Level Network Support:** Provide initial troubleshooting and resolution for LAN and WLAN issues. Perform in-depth troubleshooting, root cause analysis, and resolution of complex network problems.
- **Vendor Management:** Strong vendor management to ensure SLA compliance, timely issue resolution, and uninterrupted network services through effective coordination & escalation.
- **Network Operations Center (NOC) Management:** Monitor and maintain **network health, performance, and security** through proactive analysis and real-time incident response.
- **Network Management System (NMS) Administration:** Maintain and optimize NMS for real-time monitoring, alerting, and performance analysis of network infrastructure.
- **Network Availability:** Maintain and enhance network uptime, ensuring maximum system and infrastructure availability.
- **Firewall Administration:** Manage firewall infrastructure, including configuration, policy enforcement, and security protocols.
- **Network Optimization & Expansion:** Continuously analyze, optimize, and expand network infrastructure to improve **performance, security, and scalability**.
- **Technical Evaluation:** Assess and recommend **new network technologies, equipment, and solutions** to meet organizational growth and evolving IT requirements.
- **Inventory Management:** Maintain up-to-date records of all network equipment and assets.
- **Data Center Operations:** Support data center operations, ensuring smooth functionality and preventive maintenance.
- **Security Compliance & Policy Implementation:** Implement and monitor security policies in line with IT governance and regulatory requirements.
- **Incident Resolution & Communication:** Collaborate with stakeholders to resolve network incidents efficiently.
- **Off-Business Hours Support:** Provide support for any network incidents occurring outside regular business hours to ensure continuous system operations.
- **Information Security Oversight:** Assist in monitoring compliance with security policies and escalate issues when necessary.
- **Other Duties:** Undertake additional responsibilities as assigned by the line manager.

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REQUIRED JOB SPECIFICATIONS	
Required Qualification	<ul style="list-style-type: none"> ▪ Computer Science / IT Graduation and / or equivalent ▪ CCNA & CCNP (Preferred) ▪ Certification in switching and firewall technologies (Preferred)
Required Experience	<ul style="list-style-type: none"> ▪ Minimum of five years' proven practical experience in relevant field. ▪ Hands-on experience on Routing & Switching H3C (Preferred) ▪ Hands-on experience on NGFW – Sangfor (Preferred) ▪ Hands-on experience on WLAN controller and access points ▪ Hands-on experience on well-known NMS ▪ Knowledge of Data Centre and Services ▪ Knowledge of Data Networks and Security ▪ Vendor Management ▪ Experience in planning and designing new LAN/WLAN infrastructure would be plus

REQUIRED JOB COMPETENCIES (Technical and Soft Skills)		
<i>S#</i>	<i>Competency</i>	<i>Criticality (High / Low / Medium)</i>
1.	Flexibility & Team Working	High
2.	Willingness to work off business hours	High
3.	Communications & Interpersonal skills	High
4.	Next generation Fire Wall	High
5.	H3C/Cisco/Huawei Switches, Routers & WLC	High
6.	Vendor Management	High

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