



Speaking Hope to the World

Service Delivery Engineer, TWR-Asia

TWR maintains a global WAN connected via IPSec VPNs all over the world. Cisco routers, MS Active Directory, Exchange 2010, MS Server 2008R2, MS SQL, MS SharePoint 2010, Ubuntu Linux Server, VMWare vSphere 5.0 and VMWare ESXi 5.0 Server are currently the primary technologies used in providing the TWR server and WAN network environment and services. Windows with Microsoft Office is currently the standard configuration for desktop and notebook computers.

Job Title: Service Delivery Engineer

Reports to: IS Manager, ARSS

Job Purpose Summary: Lead IT support services – Service Desk Functions in Singapore office and Asia region. Assist and support various IT/IS implementations to meet department strategies and initiatives.

Critical Tasks & Responsibilities:

- Lead IT Support Service - Service Desk function (Singapore and Asia Region)
- Manage and monitor IT Support services portfolio/catalogue
- Assess IT/IS needs for Asia Region and develop strategy to meet the needs.
- Contribute in Singapore Support Service IT Infrastructure Maintenance
- Support LinguaDMS technical functions

Core Competencies & Desirable Qualifications:

- Possess a passion to serve God and further the work of His kingdom.
- Experience in IT service delivery, incident problem solving and hands-on in IT troubleshooting and set-up.
- Skilled in application development or database administration.
- Served in the capacity of Server or Desktop or Network engineer.
- Good Interpersonal and communication skills in English.
- Possess multicultural experience and able to work comfortably in a cross- cultural setting.
- Able to travel to ministry location; enables IT operations to serve the ministry
- Able to train and guide ministry to employ IT equipment to enhance the ministry's capacity to serve the audience, program production and leadership capacity.