IT Manager

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Company: Fluid Codes

Location: , , United Arab Emirates

Category: other-general

Fluid Codes is an Elite Channel Partner of Ansys in the Middle East and Eastern European region. Ansys is the global leader in engineering simulation, helping the world's most innovative companies deliver radically better products to their customers. By offering the best and broadest portfolio of engineering simulation software, Ansys helps companies solve the most complex design challenges and engineer products limited only by imagination.Job SummaryThe IT Manager configures, enhances, and supports infrastructure systems (LAN, WAN, and Wi-Fi networks) in support of ANSYS business. The role is responsible for the validation of basic business requirements and design approaches, basic and advanced system configuration on IT systems and environments and providing expertise to IT and Ansys software installation and licensing. This role requires the ability to work highly independently and participate as a technology resource in larger projects, and work alongside a team of Application Engineers to be an SME for IT related topics. He/she will also be responsible for writing, reviewing, and amending IT policies as required.The role will be based in Dubai (Jumeirah Lakes Towers) with branch offices in KSA, Bulgaria and Egypt (which will be on remote support basis). The role will also be customer facing with a focus on Ansys products and might require customer onsite visits in the event customers require so.Key duties and responsibilitiesThe candidate should:Provide technical support to Ansys customers on installation and licensing queries for Ansy Software.Diagnose software specific network, licensing and compatibility issues with Ansys customers.Provide High-performance computing (HPC), Cloud and SLURM based diagnostics and troubleshooting support.Pro-actively enable the organization with IT security and Cybersecurity related solutions across

the different regions.Enable seamless Remote environment in the organization between global delivery centers.Provide best in-class hardware recommendations with performance parameters boosted for Ansys usage.Possess effective Project Management skills in accomplishing the tasks based on priorities by understanding the business impact.Have routing and switching, subnetting/super-netting abilities.Know how to create and troubleshoot Access Control Lists and firewalls.Have extensive knowledge in XDR/EDR solutions and monitor software and OS logs.Have Windows and Linux hardening and patch management skills.Be able to conduct internal audits, make reports and actionable items to address and offer solutions to the management for approval.Work with vendors to complete projects as required.Have experience in planning IT projects, rollouts, rollbacks, and service delivery.Have sound policy and framework knowledge ISO 27001 /NIST 800-53.Be able to write, amend and change IT policies effectively and should be able to implement and ensure management buy-in.Train the team regularly regarding cyber-security incidents and their prevention.Minimum Qualification and ExperienceThe ideal candidate should have a minimum of Bachelor s degree (Engineering preferred) in Computer Science, Information Technology or Electronics and other relevant server/networking/security certifications.Minimum of five (5) years of experience in core IT technologies working with small to medium companies managing the IT such as Unix, Windows, Networking, Virtualization, Cloud, or Security.Experience installing and configuring Linux workstations and servers, especially some major Linux distributions, Redhat, Suse, CentOS.Excellent English skills, both written and verbal, and understanding multi-cultural environment.Accelerate your digital transformation with engineering simulation solutionFounded in 1997, Fluid Codes is an Ansys Elite Channel Partner serving the needs of the engineering community in the Middle East & Africa.Copyright 1997-2023. All Rights Reserved.

#J-18808-Ljbffr

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