

## IT Infrastructure Engineer Auditing & Reporting

หน้าที่ความรับผิดชอบในงานของคุณ

The IT Infrastructure Auditing & Reporting Engineer is responsible for designing quality assurance reports.

They also need to ensure the analysis of performance deficiencies and recommend product or service improvements to address problems. Additionally, they should create and implement defect reduction programs for external service providers of several infrastructure services.

As core accountability, one needs to:

- Support the external service provider on process documentation and conduct reviews.
- Provide process performance transparency through Reporting.
  - Oversee the activity of the IT service provider, ensuring contractual compliance and high-quality service delivery
  - Ensure compliance with internal standards, regulations, and policies, collaborating with service owners to guarantee adherence
- Participate in internal and external audits.
  - Identify and implement automation opportunities to enhance efficiency
  - Support continuous improvements in collaboration with service provider and service owners, ensuring high availability and minimal downtime.
- Support IT Leadership Team with needed overviews regarding KPIs, quality assurance and results of external service provider activities

โปรไฟล์ของคุณ

- Experience minimum 1 year in IT or similar roles
- Academic Degree in Computers Science or equivalent experience
- Data Analysis: Strong analytical skills to interpret audit data and findings effectively
- Experience in Data Manipulation is mandatory
- Verbal Communication: Clearly articulate complex technical issues, risks, and recommendations to both IT professionals and non-technical stakeholders (including executives and management).
- Business acumen: Understanding how IT systems support business goals to ensure audit recommendations align with business objectives and priorities.
- PowerBI knowledge mandatory
- English level minimum B2

ข้อเสนอของเรา

What we offer:



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**REF92346G**

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