

Global IT Infrastructure Manager

Job Description

Reports to	CIO
Location	Shoham / Belgium
Position Overview	<ul style="list-style-type: none"> • Role and Responsibilities: <ul style="list-style-type: none"> ○ Daily support for the design, configuration, implementation, and maintenance of systems and technologies, including network infrastructure, storage, backup, virtualization, and cloud/on-premises server platforms. ○ Proactive operational support for optimal performance and consistent system monitoring to mitigate outages. ○ Leadership in issue resolution, progress reporting, and coordination with global IT teams. ○ Prioritization of projects and initiatives based on organizational needs. ○ Execution of IT projects, coordination with local vendors, and stakeholders. ○ Enforcing IT policies, standards, and monitoring KPI/SLA performance. • Team Leadership: <ul style="list-style-type: none"> ○ Coaching and mentoring approach to staff management. ○ Collaboration with external partners and internal teams.
Responsibilities	<ul style="list-style-type: none"> • Operations: <ul style="list-style-type: none"> ○ 24/7 regional ownership of IT Infrastructure operations. ○ Monitoring, maintenance, and problem resolution for key systems and environments (VMware, Horizon, Windows/Linux Servers, Storage Architecture, Application Delivery). ○ Lifecycle management of all systems, including hardware/software updates and capacity planning. • Team & Vendor Management: <ul style="list-style-type: none"> ○ Mentoring team members and overseeing vendor relationships. ○ Ensuring proper documentation, processes, and checklists for infrastructure and data center operations. • Technical Tasks: <ul style="list-style-type: none"> ○ Installation, configuration, and management of infrastructure systems. ○ Remote management of servers and optimization of system resources.
Requirements	<ul style="list-style-type: none"> • Experience: <ul style="list-style-type: none"> ○ 5–10 years in IT management with direct people management experience. ○ 7+ years in IT engineering and mastery in server, system management, Active Directory, and hybrid cloud environments (Azure preferred). ○ Experience in DevOps, orchestration, automation, and digitalization is a strong advantage.



4 Oren Street, Building A, HiPort,
P.O.B. 1901 Shoham 6085102, Israel



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- **Skills:**
 - Expertise in ITIL and ISO best practices.
 - Strong troubleshooting skills and ability to deliver results under constraints.
 - Experience in managing outsourced vendors and legacy system migrations.
- **Technical Expertise:**
 - Proficiency in Active Directory Services, Azure AD, virtualization, security, backups, system recovery, and hybrid cloud environments.
- **Personal Attributes**
 - **Leadership & Collaboration:**
 - Proven leader with strong interpersonal and influential skills.
 - Team-oriented, customer-focused, and self-motivated.
 - **Skills:**
 - Attention to detail, strong communication (written and verbal), and technical understanding.
 - Willingness to travel occasionally to company locations.
 - **Credentials and Experience**
 - Bachelor's degree in computer science or IT preferred.
 - Minimum of 7 years in technical roles focused on data center operations, systems, and network administration.

