

Role Description



Title:	Systems Administrator
Location:	Kuala Lumpur
Classification:	Permanent Full Time
Reports to:	COO, NMG Consulting

Summary Statement

NMG Consulting is a specialist consultancy focussed on the reinsurance, insurance and wealth management industries. Established in 1992, NMG has enjoyed rapid expansion internationally and has a global presence, with major hubs in Sydney, Singapore, Kuala Lumpur, London and developing teams in North America and South Africa. Our approach is to integrate strategy, insights and analytics. NMG has approximately 100 staff with the support functions primarily located in Singapore and Kuala Lumpur.

NMG engages local technology support service providers in each of their offices to manage day to day IT issues. This role is an integral part of the team, responsible for overseeing the activities of those providers in regional offices including provisioning, installation/configuration, operation, user support and maintenance of systems hardware, software and related infrastructure for all NMG Consulting offices. Additionally, the incumbent will be responsible for undertaking technical research and development to enable continuing innovation, and ensure our IT systems and infrastructure are meeting the evolving requirements of the company. NMG uses Office 365 and Microsoft systems including Sharepoint and Microsoft CRM.

Key Responsibilities:

Systems administration

- Perform general system administration tasks including user and service management, permissions, log analysis and other relevant activities
- Support Sharepoint application (Company intranet, file sharing) including updates, configurations, technical advice, troubleshooting and general user support and training.
- Support the Customer Relationship Management system (Microsoft Dynamics) including updates, customizations and user support and training
- Analyse security protocols and make recommendations as appropriate
- Maintain documentation of systems performance
- Responsible for reporting on systems utilisation and working with COO and CTO to identify trends, outdated material and areas for improvement
- Plan and prioritise (with the CTO and COO) updates and enhancements to the systems
- Proactively provide recommendations to improve existing processes and develop new ones that will increase work efficiencies and overall user satisfaction.
- Participate in design and implementation of new systems, including an HRIS, as required.
- Provide training for system users and new joiners

Technology support

- In conjunction with the Office Managers, monitor and supervise external IT support and on-site visits and ensure their support is tracked appropriately
- Work with local service providers to configure hardware and operating system for new computers to NMG standards
- Oversee operating system management including routine updates and planning/management of longer-term infrastructure updates
- Software management (licencing, updates and configuration; scripting and automation), including ongoing liaison with Microsoft as required

Other duties

- Provide input into IT policies and all IT related documentation where necessary
- Complete IT aspects of the exit process for leavers; archiving of emails, resetting of computers etc
- Support Group Technology Officer, Head of Operations, COO and Marketing Manager on ad-hoc IT issues/projects

Competencies, Qualification and Experience:

- Relevant tertiary qualification
 - At least 3 years of experience in a systems administration role
 - Strong knowledge of Office 365
 - Microsoft CRM customization and configuration experience (certification preferred but not essential)
 - Microsoft Sharepoint configuration experience (certification preferred but not essential)
 - Good knowledge of best practices and IT operations
 - Demonstrates ability to manage stakeholders
 - Able to take on and deliver projects, multi-task and prioritise workload, and make decisions under pressure
 - Proven ability to work on own initiative, with little or no supervision; and as part of a team
 - Strong interpersonal and communication skills, both written and verbal, and interest in developing client relationships
 - Experience in reviewing, implementing new procedures and systems to ensure the effectiveness of all IT systems
 - Highly motivated to learn and build their career in a Consulting environment.
-