HO CHI MINH CITY

SENIOR MANAGER INFRASTRUCTURE

At Sunlife, we're driven by our Purpose: To help Clients build lifetime financial security and lead healthier lives. Across Asia, we cultivate a **High-Performance, Caring Culture** that empowers our people to achieve outstanding results, embrace continuous growth, and create meaningful impact. We succeed together by fostering an inclusive environment where wellbeing, collaboration, and accountability are equally valued.

I. ACCOUNTABILITY

1. Infrastructure strategy and roadmap

- Define and execute the infrastructure strategy, target-state roadmap and technology lifecycle plan across cloud, network, data centre and infrastructure platforms, ensuring alignment with business priorities, regional architecture and corporate technology standards.

2. Service delivery and operational resilience

- Lead the delivery and day-to-day operation of infrastructure services to achieve agreed availability, performance, capacity, resilience and recovery requirements. Establish appropriate monitoring, escalation and continuous service improvement practices.

3. Cloud and infrastructure modernization

- Lead infrastructure modernization and cloud adoption initiatives, including the assessment, migration and optimization of technology platforms, to improve scalability, resilience, security and cost effectiveness.

4. Technology risk, security and compliance

- Ensure infrastructure services comply with applicable corporate, regional and local technology, cybersecurity, risk and regulatory requirements. Proactively identify and remediate infrastructure vulnerabilities, control gaps, audit findings and operational risks within the role's scope.

5. Financial, vendor and service performance management

- Manage infrastructure budgets, capacity plans, supplier performance and service-level commitments. Evaluate investment options and recommend actions that balance service quality, risk, business demand and total cost of ownership.

If this opportunities sound like a good fit for you, we'd be happy to receive your application at **VN_careers@sunlife.com.**

6. People leadership and stakeholder partnership

- Build and lead a capable infrastructure team by setting clear expectations, establishing measurable objectives, developing technical and leadership capability, and creating an environment of accountability, collaboration, constructive feedback and continuous improvement. Partner with business, regional, corporate and external stakeholders to support technology adoption and business outcomes.

Ensure all activities, decisions and deliverables comply with fair treatment of Clients principles, proactively identifying and mitigating risks of unfair client outcomes in line with Company conduct expectations.

II. QUALIFICATIONS

1. Specialized Knowledge and Skills

- Enterprise infrastructure architecture and lifecycle management across cloud infrastructure, network, connectivity, monitoring, capacity, availability, performance, and operations.
- Cybersecurity controls, infrastructure vulnerability remediation, IT service management, incident, problem, and change management.
- Translate business requirements and technology risks into prioritized infrastructure roadmaps; lead organizational change and technology adoption in matrix environments.
- Stakeholder influencing, communication, commercial judgment, team development, and clear communication of technical opportunities, trade-offs, and risks in business language.
- Able to apply AI for personal productivity and process improvement

2. Problem Solving

- Resolve complex, interdependent infrastructure issues spanning availability, cybersecurity, technical debt, capacity, cost, regulation, business priorities, technologies, suppliers, and stakeholders.
- Evaluate trade-offs and root causes, determine remediation and escalation, and balance client impact, resilience, security, cost, and delivery speed amid incomplete information.

3. Education and Experience

- At least 10 years of enterprise infrastructure delivery and operations experience, including leading teams, suppliers, complex services, budgets, KPIs, and efficient engineering processes.
- Banking, insurance, or consumer-oriented industry exposure; complex infrastructure transformation or service delivery in a large, matrixed or multinational organization preferred.

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- Bachelor’s degree in Information Technology, Computer Science, Engineering, a related discipline, or equivalent professional experience; relevant postgraduate degree or recognized certification is an advantage.
- Written and spoken English and Vietnamese; enterprise cloud governance and optimization experience preferred; AWS experience is an advantage where relevant.

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