



Job Description

9th Floor Tanzanite Park, Victoria, Dar es Salaam, Tanzania | +255 758 778 886 | info@empower.co.tz

Job Title Senior Manager: IT Infrastructure	Job Location Dar es Salaam	Category IT & Network Administration
Job Type Full Time	Job level Manager	Industry Banking

Open to Expatriates
Only Open to Tanzanian Nationals

Minimum Requirements

Min Budget -	Max Budget -	Primary Industry Banking: 6 Years
Secondary Industry -	Primary Category IT & Network Administration: 6 Years	Secondary Category -
Certificate -	Qualification -	

Summary

Oversee the IT Infrastructure of the bank

Responsibilities

- Drive the designing of the infrastructure support strategy and applicable policies to ensure they are aligned with the business and IT strategy.
- Optimize IT Infrastructure operational cost
- Forecast and manage demand for operational and infrastructure products and services.
- Design and execute short plus long-term strategic plans to assure infrastructure capacity attains current and future needs.
- Provide storage availability reporting to ensure that agreed levels of availability, reliability and maintainability are measured and monitored on an ongoing basis.
- Ensure ov business requirements.
- Regular monitoring and reporting of the infrastructure system's performance to ensure optimal performance levels/ agreed SLAs are met.
- Ensure SLA's are followed and met, through the monitoring and reporting of targets, and the undertaking of corrective action where necessary.
- Lead resolution of infrastructure problems set up an effective problem identification and resolution system to manage the problem resolution process/ Diagnose, troubleshoot, and resolve infrastructure system issues and/or respond to outages within SLA.
- Manage and establish priorities for maintenance, design, development, and analysis of entire infrastructure systems inclusive of LANs, WANs, internet, security and wireless implementations.
- Responsible for availability, recoverability, and security of Data centers facilities (Power Utility feeds, Generator systems, UPS, battery string, etc.), Cooling (HVAC, chiller, and CRAC units), Fire Detection & suppression
- Data Centres space planning, assess, approve, and manage cables, components, and space in data centres.
- Practice data centres facilities asset management, including maintenance of data centres facilities component inventory, life cycle management, topology diagrams and related documentation.
- Provide data centres facilities statistics and reports to aid in management decisions.
- Install, configure, maintain, upgrade, and support systems, networks, and software.
- Test and perform upgrades and patches to installed operating systems and software.
- Monitor backups and plans for installed systems.
- Provide and maintain detailed backup and recovery procedures by ensuring that daily and monthly backups on supported servers are performed.
- Reviewing data storage needs and recommending solutions that best meet business needs

- priorities for maintenance, design, development, and analysis of entire infrastructure systems inclusive of LANs, WANs, internet, security and wireless implementations.
- Manage IT Disaster Recovery Strategy for organization, including business continuity plans in case of emergencies such as natural disasters or power outages.
- Ensure adequate security levels on network, infrastructure and servers are maintained.
- Ensure to practice IT asset management inclusive of component inventory maintenance and associated documentation.
- Create and maintain system documentation of processes, procedures, plans, and configurations.
- Provide holistic support of Infrastructure servers, database, and storage availability to Business Users
- Take actions to achieve reductions in frequency and duration of incidents that impact Infrastructure servers, database, and storage availability.
- Overall service delivery, and monitor / track delivered solutions to ensure fit with Responsible for availability, recoverability, and security of Data centers facilities (Power Utility feeds, Generator systems, UPS, battery string, etc.), Cooling (HVAC, chiller, and CRAC units), Fire Detection & suppression.
- Assess, approve, and manage data Centres space planning, cabling, and components.
- Defining, reviewing and ensure compliance of Data Centres policies, procedures, guidelines, and practices.
- Lead Disaster Recovery initiative from an infrastructure perspective including documenting recovery procedures of all critical components.
- Formulate succession management plans, and the associated training requirements, to sustain future development and growth of staff, and to ensure effective IT Infrastructure support in line with new technologies.
- Carry out system administration, performance tuning and capacity planning, to continually assess the installation to ensure it is appropriate for current and planned developments making recommendations for change.
- Evaluate equipment requirements and proposals for supply, implementation, and development of new or existing services and systems.
- Develop plans to ensure effective scheduling of IT Change ensuring the completion of IT projects within expected time and cost frames.
- Ensure all current IT systems are operating effectively.
- Ensure that documentation of server configurations, local area networks and any changes to the configuration/network design is carried out.
- Ensure the highest level of system availability and performance is achieved through measurement and proactive initiatives.
- Regular monitoring of all outstanding faults and liaison with the services providers regarding the faults and provide reports on a regular basis on network and bandwidth utilization.
- Review and provide inputs to Control Self Assessments (CSA) and Risk and Control Assessments (RCA's) prepared in the function. Complete attestations to testify to the adequacy of controls on request.

Education & Qualifications

- Bachelor's degree in Information Technology, Computer Science, or a related field (Master's degree preferred).
- Several years of experience in IT infrastructure management, including experience in a leadership role.
- Strong knowledge of IT systems, networks, cloud technologies, and virtualization.
- Proficiency in security practices and compliance requirements.

Driving Licence

Not Required

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