



Job Description

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Job Title Specialist, Data Center and Networks	Job Location Dar es Salaam	Category Business Banking
Job Type Full Time	Job level Manager	Industry IT & Software
Open to Expatriates Only Open to Tanzanian Nationals		

Minimum Requirements

Min Budget -	Max Budget -	Primary Industry IT & Software: 5 Years
Secondary Industry -	Primary Category Business Banking: 5 Years	Secondary Category -
Certificate -	Qualification -	

Summary

- To take full responsibility for the planning and provision of quality end to end information and information technology Infrastructure services and solutions within branches head office, primary Data Centre and Secondary data Centre site. The job holder will ensure effective provision of ATMS, POS, and Networks Communications and improve services to the bank's customers.
- To manage and oversee the implementation, maintenance, and enhancement of Data Centre Infrastructure and operations (both Production & DR), focusing on equipment maintenance and inventory, environmental control systems and daily monitoring.

Responsibilities

Networks , Infrastructure and Data Centre Operations

- Ensure IT standards and procedures are in place and adhered to.
- Support and manage the network infrastructure
- Management of all aspects of problem definition through to resolution, supplier liaison, development of escalation procedures and monitoring adherence to them.
- To carry out network administration, performance tuning and capacity planning, in particular 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.
- Keep updated with the latest trends in IT and IS development.
- Provide complete support to IT Service and Support analysts, involving expert input into resolution of complex problems, installation, operation and management of servers and clients.
- Act as an escalation point for the business in the absence of the Head of Infrastructure Services.
- Install, test and audit hardware and software systems and configure the computers to ensure effective and secure systems.
- Develop plans to ensure effective scheduling of IT Change ensuring the completion of IT projects within expected time and cost frames.
- Ensure that projects are executed according to projects scope and that project deliverables are met by liaising effectively with Project Managers and the business.
- Provide and maintain detailed backup and recovery procedures by ensuring that daily and monthly backups of configuration files on supported network devices are performed and tested.
- Ensure SLA's are followed and met, through the monitoring and reporting of targets, and the undertaking of corrective action where necessary.

- 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.
- Data Centers space planning,
- Physical Security, access control
- Low voltage Power supply systems in data Centers.
- Defining, reviewing and ensure compliance of Data Centers policies, procedures, guidelines and practices.
- Assess, approve, and manage cables, components and space in data centers.
- Provides "ownership" of data centers facilities incidents and problems through final resolution
- Practice data centers facilities asset management, including maintenance of data centers facilities component inventory, life cycle management, topology diagrams and related documentation.
- Manage departmental expenditure to data Centre within agreed budgets
- Manage relationships with supply and maintenance vendors and respective service level agreements to data Centre facilities.
- Provide data centers facilities statistics and reports to aid in management decisions.
- Direct, manage, develop and provide guidance to direct reporting staff;

Manage risk and compliance

- Together with Risk and Compliance review the key risk and compliance challenges identified in the area and the key areas of concern/surveillance.
- Together with the Risk and Compliance team implement measures to address notable risks and regulatory challenges.
- Implement measures to review the risk and compliance performance of the unit/function on a regular basis and take corrective action.
- Complete all relevant Management Assurance or Risk reports and attestations as required.
- Ensure that processes, control requirements and risk management frameworks that impact the area are documented and understood by all members of the team.
- Work with group Internal Audit and Management Assurance during the scoping of audits to ensure fair coverage.
- Own and agree corrective action items with Internal Audit and Management Assurance for findings related to the functional area under management.
- Arrange issue assurance for closed audit findings.
- Complete required compliance and SOX attestations and ensure that impacted team members complete their attestations.
- Ensure that the team understands all compliance requirements and call for the area's Compliance Officer to conduct briefing sessions if gaps are identified.
- Working with managers/professionals in the team, develop Detailed Risk and Control Assessments (DRACA's) for the function and update at the required intervals (normally quarterly). Complete attestations to testify to the adequacy of controls on request.
- Ensure that managers/team leaders in the team understand their responsibilities in terms of risk and compliance Build relationship with country IT Risk and Governance team and provide support wherever required.
- Contribute and deliver to the improvement of the risk profile by delivering improved governance, risk management, controls and compliance requirements.
- Ensure the security controls under servers and Database are within the agreed thresholds

Drive Service Levels

- Increase revenue potential for the business by effectively managing service levels of critical applications
- Minimize time-to-resolution(TTR) of business service disruptions through fast real-time root cause analysis that spans complex multi-tiered application environments
- Minimize cost of IT infrastructure through optimizing delivery and performance of business services
- Raise the profile of the team as a key service provider to the relevant business units, serving as its customer.
- Adhere to and chair governance structures and frameworks to ensure effective customer management including actively participating in all internal client reviews from a service perspective. Where applicable, and within control, external vendors also need to be effectively managed.
- Implement actions resulting from formalised service reviews (including questionnaires, production reporting, loss event reporting, etc.)
- Continuously monitor service levels and implement tactical measures to improve customer satisfaction.
- Build and maintain effective stakeholder relationships within the Bank to understand the business needs and changes in customer needs.

- Participate in Bank wide forums and governance structures as required or directed.
- Communicate and track the achievement of Service levels (documented in Service Level Agreements) on an ongoing basis and take corrective action as required.
- Manage the operational teams to ensure they deliver reliable services.

Manage Resource

- Develop a proposal and control the units' annual budgets and workforce plans.
- Ensure facilities, infrastructure and human resources are fit for purpose and effectively maintained and improved.
- Adhere to sound financial and governance controls to support sound resource management and financial control within the unit.
- Ensure adherence to all required compliance requirements, financial policies and supply chain policies within the bank.
- Manage departmental budgets including signing off of invoices and quotes within mandate. Escalate out of budgets items to the relevant parties for approval.
- Sign off capital expenditure within budget. This includes approving purchase or sell decisions for desktop computers, laptops, departmental equipment etc.
- Rebalance resources between different areas e.g. reallocating headcount and budgets, but within overall approved resources for the year.

People Management

- Develop a high performing team by embedding formal performance development and informal coaching. Encourage frequent knowledge sharing between team members.
- Establish and maintain a succession plan for the team.
- Ensure leave plan is adhered to and aligned to team's succession plan.
- Motivate team members and ensure that their efforts are recognised.
- Participate in the creation and implementation of Employee Opinion Survey (EOS) actions for the entire team
- Responsible for driving own Performance Development, collating relevant documentation, preparing for and arranging reviews.
- By utilizing skills matrix, identify training and development requirements, formulating own plan to be agreed with team leader. Responsible for ensuring own plan is completed within agreed timescales.
- Undertake all necessary training in order to perform the role to the required standards, including gaining accreditation where appropriate

Education & Qualifications

- Bachelor Degree in Electrical, Electronic & Telecommunications or Computer Engineering
- Cisco Certified (CCNP ROUTE & SWITCH, CCDP, CCNP DATA CENTRE), N+ (Preferred), Fortinet (NSE), Arista (ACE-A).
- ITIL v3 Certification
- Certified Data Centre Infrastructure Expert (DCIE)
- Knowledge of current technologies in Data Centers Facilities (Power Utility feeds, Generator systems, UPS, battery string, etc.), Cooling (HVAC, chiller, CRAC units), Fire Detection & suppression (VESDA, FM200 Pre-action etc.)
- Knowledge of banking/branch operations.
- Good understanding of ITIL processes and associated concepts.
- High degree of commercial awareness with sound understanding of key contractual obligations and risks to maximize benefits
- Strong customer liaison and relationship management skills
- Excellent communication and presentation experience;
- Must be able to work under pressure, take clear ownership of issues and projects and drive to ensure a successful closure for the customer, peers and IT Production;
- Financial management – budget preparation and managing to budget;
- Working within a Global or Regional role
- Familiarity with ITIL-style management procedures and mainstream project management styles a distinct advantage;
- Experience of financial services preferred;

Requirements

- At least 5 years in IT Infrastructure and operations role.

Reporting To

- Head of Infrastructure

Driving Licence

Not Required

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