

Job Title:	Senior Manager, IT Infrastructure	Reports to:	Head Of IT& Projects
Unit:	IT Infrastructure	Department:	IT & Projects
Grade:		Date:	
Job Holder:		Supervisor:	
Signature		Signature:	

Job Purpose Statement
To lead all Data Centers, Infrastructure, Network and Service Desk teams to deliver high quality products and services in line with business requirements and bank strategy, ensuring their availability, performance and competency to maintain high level of customer expectations, systems operation and business continuity. Minimize risks and makes insightful decisions in financial planning and budget control.
Key Responsibilities
<p>Financial</p> <ul style="list-style-type: none"> • Lead the strategy, implementation and ongoing operation of different infrastructure layers (including Data Centre, Network, Database, Storage, Platforms, Collaboration and Data Protection solutions), keep the bank systems available, stable and with high performance. • Participate in the development of the IT strategy in line with Business strategy to ensure vertical and horizontal integration with other interfacing initiatives and departments across the bank. • Communicate effectively at all levels of the bank organization, to explain complex technical issues in business terms and to explain business needs to technical people to ensure alignment across all. • Contribute to the preparation of the IT budget and Manage annual OpEx and CapEx Infrastructure portfolio budgets, and keep track of the expenses, and conduct quarter reviews to optimize cost efficiency and cost control. <p>Customer</p> <ul style="list-style-type: none"> • Review and approve all changes requested in the Change Advisory Board to keep a controlled and auditable change management process. • Manage the effective achievement of Infrastructure department objectives by setting individual targets, developing and motivating staff, providing of formal and informal feedback and appraisal in order to maximize subordinate and department performance • Participate, contribute and oversee IT and Business projects from Infrastructure & Network perspectives to ensure deliverables are fulfilled and according to defined KPIs such as Time, Quality and Cost. • Work with vendors to get updated with technology roadmaps, market trends and new products to optimize the ROI/TCO of new and current implementations. • Participate in the development of the IT policies, processes and procedures to ensure all relevant procedural/legislative requirements are fulfilled. • Ensure awareness of Corporate and Operational risks that might impact IT Infrastructure Services and direct different teams to promptly report and mitigate any identified risks. • Ensure compliance with all relevant CBK regulations, banking laws, AML regulations and internal Bank policies and code of conduct in order to maintain Bank's sound legal position and mitigate any potential risks

Internal Business Process.

- Manage the day to day operations of department providing guidance, encouraging teamwork and facilitating related professional work processes in order to achieve high performance standards
- Liaise with internal and external parties at the appropriate levels to ensure smooth flow of interactions
- Establishing of good coaching and mentoring practices, providing guidance and encouraging teamwork and engagement.
- Ensure high skill levels for all the technical teams, actively encourage a learning culture, ensuring appropriate training is in place to ensure the competency of the team.
- Ensure professional work environment in order to achieve commitment, discipline and with high morale.

Functional responsibilities

- Get Involved in the analysis of plans, designs and implementations of Infrastructure & network projects in accordance with Bank's requirements.
- Reviews IT infrastructure & Network policies regularly to ensure compliance with guidelines
- Participate in building a network and infrastructure architectural framework that is applicable throughout the organization
- Evaluation and selection of new networking technology to support new products and services for the Bank.
- Supports in the supervision the work of personnel and /or contractors assigned to the department, in terms of network equipment and software installation, systems support and maintenance and organizes prompt network support by assigning the available technical resources while exercising quality assurance functions
- Analyse, develop, and propose strategies that will help the organization be more effective, competitive, or otherwise achieve its goals
- Primary technical on-call resource for hosting operations infrastructure
- Ensure completion of controlled upgrades / fixes to the infrastructure
- Review and make recommendations for improvements to current infrastructure and solutions
- Serve as a technical consultant on internal IT projects to ensure technology strategy and standard
- Develop, Maintain and Review SLA's with external vendors that provide the Bank with solutions and ensure that they can deliver the SLA the Bank has agreed with.

Our Values

Customers First

- We listen proactively to our customers to understand their needs and expectations.
- We integrate the voice of the customers in new product and service developments.
- We go the extra mile when serving our customers.
- We optimize our processes to deliver the highest value and a seamless experience to our customers.
- We measure and benchmark customer engagement KPIs and integrate them into our leadership evaluation.

Lead The Market

- We strive to offer the best products and the highest quality service.
- We aim to invest further to strengthen and enhance our market position.
- We provide an environment to our employees where everyone can give their absolute best.

- We train and equip our employees to be best prepared for a constantly evolving financial service market.
- We are a role model in implementing national initiatives and regulatory guidelines.

Agility

- We embrace a changing market environment and respond decisively and swiftly.
- We release new products and pilots quickly to test and optimize them in a real environment.
- We are open to trying new things, but rigorous in evaluating our success and happy to accept mistakes.
- We collaborate proactively within cross-functional teams and limit vertical hierarchies to a minimum.
- We leverage technology to support, facilitate, and automate our processes and time to market.

Integrity

- We hold ourselves accountable to a higher standard of responsibility.
- We are doing the right things, even if it is commercially less attractive.
- We communicate clearly what we can deliver and keep our word.
- We do things right and create solutions that work.
- We fully comply with all regulatory and compliance standards and apply zero tolerance to misconduct.

Job Specification

Academic

- Bachelor's degree in information technology/Computer Science/ T telecommunications. Master's degree would be an added advantage.

Professional Qualifications & Experience

- Proven working technical expertise in system design, support or solution architecture
- Proven achievement history in relevant mega Infrastructure optimization and IT modernization projects
- Training and certification in IT Service Management e.g., ITIL, Enterprise Operating System administration e.g. MCSE, Network related certification e.g. CCNA, Security related Certification etc.

Business Continuity training

- Project Management Skills -PRINCE2, PMP is an added value

Desired Work Experience

- At least 3-5 years' experience in a similar role with a financial institution
- Min 8 years in IT Infrastructure, Storage or Networks/Communications management

Reporting Relationships: jobs that report to this position directly and indirectly

Functional Reports

1. IT Infrastructure Officers
 2. Network Officers
 3. System Administrators
 4. Data Base Administrators
- Service Desk Officers

Stakeholders: key stakeholders that the position holder will need to liaise/work with to be successful in this role.

Internal

All Departments in the Bank

External	Third Party vendors/Technical support vendors
Decision Making Authority /Mandates/Constraints: the decisions the position holder is empowered to make (Indicate if it is Operational, Managerial or Strategic)	
Managerial	
Ideal Job Competencies: Technical Competence	
<ul style="list-style-type: none"> • Solid Presentation and Communication skills • Solid expertise in Servers / Storage / Database / Operating systems, system architecture and integration • Solid Analytical Thinking, and problem solving • High Leadership and managerial skills • Well-developed management skills in planning, time management and decision making • Dynamic, analytical and self-driven individual with the ability to work under pressure. • A passion for performance, team player and achievement in a competitive and dynamic environment • Proficient in Active Directory management and maintenance • Ability to demonstrate support for innovation and for organizational changes needed to improve the organization's effectiveness • Applying Expertise and Technology • Creating and Innovating • Learning and Researching • Delivering Results and Meeting Customer Expectations • Achieving Personal Work Goals and Objectives • Deciding and Initiating Action • Adhering to Principles and Values • Following Instructions and Procedures 	
Ideal Job Competencies: Behavioral Competence	
<p>Problem-Solving and Analytical Skills:</p> <ul style="list-style-type: none"> • Ability to diagnose and resolve complex network issues promptly and effectively. • Strong analytical skills to assess network performance and implement improvements. <p>Communication Skills:</p> <ul style="list-style-type: none"> • Excellent verbal and written communication skills. • Ability to explain technical concepts to non-technical stakeholders. <p>Team Collaboration:</p> <ul style="list-style-type: none"> • Strong interpersonal skills to work effectively with internal teams and external vendors. • Ability to collaborate with customer-facing teams to address network-related issues promptly. <p>Attention to Detail:</p> <ul style="list-style-type: none"> • Meticulous in documenting network configurations, procedures, and policies. • Ensures accuracy and compliance in network audits and assessments. <p>Adaptability and Flexibility:</p> <ul style="list-style-type: none"> • Ability to adapt to changing technology and business environments. • Willingness to work outside regular hours for network maintenance and emergencies. <p>Customer Service Orientation:</p> <ul style="list-style-type: none"> • Committed to providing exceptional service to internal and external customers. 	

- Proactive in addressing and resolving network-related issues to minimize disruption to banking operations.