

POSITION: TEAM LEADER, SERVICE OPERATIONS CENTER

DEPARTMENT: INFORMATION TECHNOLOGY

REPORTS TO: MANAGER, IT SERVICE DELIVERY

JOB PURPOSE STATEMENT

The Team Leader, Service Operations Center role is responsible for CBA groups centralized IT Service Monitoring; The primary objective of the role is to monitor the quality of all the IT services and taking the necessary actions in the case of service disruptions or degradation in order to decrease the MTTR (Mean Time to Recovery).

The role establishes develops policies for implementation based on the ITIL framework, designed to ensure consistently high service performance, ensure the effective and efficient management of all aspects of IT service monitoring and major incidents management to develop quality improvement processes and ultimately improve outcomes for clients.

KEY RESPONSIBILITIES

1. **Governance:** To develop, implement and continuously improve IT Service Monitoring based on ITIL as the selected service governance framework. Ensure the development and implementation of appropriate strategies to monitor all services, system performance and reporting that meet business objectives. (20%)
2. **24/7 Service Monitoring:** To provide management oversight for the group IT Service Operations Center (SOC) and to ensure CBA Group services are monitored 24/7 across all domains. (35%)
3. **Major Incident Management:** To take end to end ownership of major incidents and ensuring coordination of resolving parties, effective communication to stakeholders and post incident reviews. (35%)
4. **Team Management:** Provide great leadership for the IT Service Operations organization through resourcing, knowledge transfer, coaching and succession planning in-order to facilitate a conducive work environment and employee satisfaction. (10%)

COMPETENCE REQUIREMENTS

- A high level of oral and written communication skills in order to communicate effectively with executives, senior managers, colleagues and other stakeholders.
- Ability to interact with all levels of customers and IT organization.
- Self-empowerment to enable development of open communication, teamwork and trust needed to support performance and customer-centric culture.
- Demonstrable track record in IT Service Monitoring and Major Incidents management.
- Highly analytical in problem solving with the ability to apply original and innovative thinking.
- Leadership to optimize employee productivity and sustain employee satisfaction.
- Ability to manage changes.
- Technical skills to effectively perform or guide performance of service monitoring and quality controls in a manner that consistently produces high quality of service.
- Patience, tolerance and resilience to manage under critical and demanding situations.

QUALIFICATIONS AND EXPERIENCE REQUIREMENTS

- A Bachelor's degree in Computer Science, Information Technology or related field.
- ITIL Foundation a must.
- ITIL service practitioner would be an added advantage.
- 3 years' relevant experience with 2 years' in a service management/monitoring role.
- Adequate understanding of the various banking business systems and computer operations processes.
- Demonstrable experience working in a professional IT environment.
- Sound knowledge of Information technology and related support architectures.