

POSITION: MANAGER, NETWORKS AND DATA CENTRE

DEPARTMENT: INFORMATION TECHNOLOGY

REPORTS TO: HEAD OF IT INFRASTRUCTURE

JOB PURPOSE STATEMENT

The Manager Network and Data Centre role is to plan, organize, and manage staff and overall operations that facilitate the stable operation of the Bank's Network and Data Centre infrastructure. This includes developing, maintaining, supporting, and optimizing key functional areas; particularly CBA group network infrastructure, data communications/telecommunications systems and group Data Centre both on premise and collocation. In collaboration with external vendors, system experts and consultants. The Manager network and Data Centre will schedule and direct activities to resolve hardware and software problems in a timely and accurate fashion.

KEY RESPONSIBILITIES

- Manage and set priorities for design, maintenance, development and evaluation of all infrastructure systems including LAN, WAN, Internet, Data Centre, Unified Communication and other network related systems (40%)
- To provide management oversight for the Group networks and Data Centre to ensure projects, incidents, problems and escalations are dealt with according to defined set of policies, processes, procedures and SLA's. (30%)
- Manage IT Networks Service Agreements and its associated Budgets (10%)
- Effectiveness of integration of ICT network strategy / blueprint with the bank's business direction (10%)
- Effectiveness of the network security system (policy, controls and infrastructure) with regard to protection against exposure to and impact of risks associated with data loss, corruption and/or unauthorized access (10%)

COMPETENCE REQUIREMENTS

- Leadership to nurture and sustain employee satisfaction, and to manage changes.
- Performance Management to optimize employee productivity

- Organization development to effectively structure the operations of ICT network infrastructure and support for optimal performance.
- Knowledge and experience in modern practices for ICT network infrastructure architecture and operations in medium to large banks to provide guidance on quality improvements and strategic changes
- Interpersonal skills to effectively communicate with and manage customer expectations (internal and external), and other stakeholders who impact performance.
- Technical skills to effectively perform or guide performance of network infrastructure design and operations activities/tasks in a manner that consistently produce high quality of service.
- Knowledge and effective application of all relevant banking policies, processes, procedures and guidelines to consistently achieve required compliance standards or benchmarks.
- Self-empowerment to enable development of open communication, teamwork and trust that are needed to support performance and customer-service oriented culture.

QUALIFICATIONS AND EXPERIENCE REQUIREMENTS

- A Bachelor's degree in Computer Science, Information Technology or related field, a Master's degree in Technology or Business related course is an added advantage
- Professional qualifications in IT e.g. ITIL, Cisco CCNA, Other relevant professional qualifications in IT field would be added advantage.
- Project Management certification and experience is preferred e.g. PRINCE2, PMP
- Five years' experience in network infrastructure support in medium to large organizations.
- Three years in supervisory role.
- Working experience in a bank or other financial services organization would be added advantage.
- Management of Third party support providers.