JOB TITLE:	NETWORK & INFRASTRUCTURE OFFICER	**REFERENCE INDICATOR:**	
DIVISION:	OPERATIONS	**DEPARTMENT/ UNIT:**	COO SUITE
JOB GRADE:	ET-BO	**VERSION NO.:**	2

JOB OBJECTIVE(S)

- The position exists to provide user support to staff and to ensure that user queries are met within the shortest time possible while implementing and deploying and optimizing network infrastructure via internal abilities and capacity as well as 3rd party suppliers.

DUTIES & RESPONSIBILITIES

- Ensure standards, controls and regulation are strictly complied and adhered in all operational and service delivery activities.
- Create and maintain schematics, architectural and topological diagrams of the entire network (WAN & LAN) and ensure a Change Management procedure is adhered in case of design changes.
- Develop and administer capacity-planning and tracking capabilities to ensure responsiveness to increases or imbalances in workload or re-distribution of configurations necessary to optimize network performance.
- Deal with requests, enquiries and complaints in a timely and courteous manner and provide regular updates on the progress of any issue or fault right through to resolution.
- Periodically test the chosen Disaster Recovery plan to ensure effectiveness.
- Perform additional duties and responsibilities as requested by the Country Head IT
- Ensure availability of the bank's systems at all times while ensuring first level user support on Finacle problems
- Perform system End of Day activities
- Avail daily and monthly systems reports to respective users departments
- Perform systems backups and restorations
- Monitor systems services
- Ensure availability of the bank's voice communication systems and voice recorders
- Maintain call logs for user queries and follow up
- General application and user support and troubleshooting
- Maintain proper documentation and file management of I.T department
- General hardware troubleshooting
- Provide online support to users.

KEY PERFORMANCE INDICATORS

- Provide 99.9% availability of the banking application and ensuring that required controls are in place.
- Provide all internal and external routine reports or as may be required to the various users
- High level of customer satisfaction (internal & external), always conform to the set SLAs on service delivery
- Internal customer satisfaction
- Increased uptime of all systems
- Efficiency in system operations and improved service delivery in respect to I.T related services
- Systems service availability during times of disaster by ensuring failover documentation is available and efficient process flows in starting up the DR/BCP systems
- Effective monitoring of fault resolution rates
- Compliance with IT policies
- Physical control to data canters
- Turnaround time for responding to user requests
- Additional KPIs as captured on Info pool

JOB REQUIREMENTS

Education Qualifications:
- A Bachelor's degree in ICT,
- Comprehensive knowledge of ICT, Hardware, Software, both Local and Wide Area networks
- **Must have: CCNA MCSE ,CCNP,CCNSECURITY**

Previous Work Experience:
At least two years' experience in a similar position in a leading bank would be an added advantage

KEY COMPETENCY REQUIREMENTS

Knowledge:
- Satellite, VSAT, Narrow Band & Broadband Radio Technologies
- Digital Subscriber Line, ISDN, Basic Rate Interface.
- OSI Stack Level 1,2,3, 4 & 5 Knowledge
- Ms Office Suite including MS Project &

Skill/Competencies:
- Dynamic, analytical and self-driven individual with the ability to work under pressure.
- Proven track record in a supervisory position in an ICT Department in a reputable bank

Vision • Router & Network Switch - Configuration and Trouble Shooting • Transmission and Routing Protocols • Voice Switching, Voice over IP and GSM/GPRS Technologies.	• A passion for performance, team play and achievement in a competitive environment • Hardworking individual with excellent communication, analytical and interpersonal skills. • Ability to interact with all levels of management and staff • Must have excellent leadership,organizational,analytical and planning skills • Excellent problem solving skills-creative ways of solving work challenges

Functionally reports to:
Head-IT

Administratively reports to:
Head-IT