

<b>Job Title:</b>	DevOps Engineer	<b>Reports to:</b>	Manager, DevOps
<b>Unit:</b>	IT Systems Development	<b>Division:</b>	Technology and Operations
<b>Grade:</b>	Band 3	<b>Date:</b>	
<b>Job holder:</b>		<b>Supervisor:</b>	
<b>Signature:</b>		<b>Signature:</b>	

**Job Purpose Statement**

The DevOps Engineer is responsible for supporting the implementation of DevSecOps practices, managing project support and change management activities, ensuring DevOps security and governance, planning for business continuity, and fostering learning and development within the team. This role requires a strong technical background, excellent problem-solving skills, and the ability to work collaboratively with various stakeholders to achieve NCBA's strategic goals.

<b>Key Accountabilities (Duties and Responsibilities)</b>		
<b>Perspective</b>	<b>% Weighting</b> <i>(to add up to 100%)</i>	<b>Output</b>
<b>DevSecOps &amp; Stakeholder Management</b>	30%	<ul style="list-style-type: none"> <li>• <b>Implement DevSecOps Practices:</b> Work with the DevOps team to integrate security into the development and operations processes.</li> <li>• <b>Secure CI/CD Pipelines:</b> Ensure continuous integration and continuous deployment (CI/CD) pipelines are secure, efficient, and reliable.</li> <li>• <b>Collaborate with Security Teams:</b> Identify and address vulnerabilities early in the development lifecycle.</li> <li>• <b>Stakeholder Management:</b> Communicate effectively with stakeholders to understand their requirements and ensure DevOps initiatives meet business needs.</li> <li>• <b>Promote Security Awareness:</b> Foster a culture of security awareness and compliance within the DevOps team.</li> </ul>
<b>Project Support &amp; Change Management</b>	30%	<ul style="list-style-type: none"> <li>• <b>Project Support:</b> Assist in the planning and execution of DevOps projects, ensuring they meet scope, timeline, and budget requirements.</li> <li>• <b>Change Management:</b> Document project requirements, design specifications, and change management processes.</li> <li>• <b>Communicate Project Status:</b> Provide regular updates on project status, risks, and issues to stakeholders and management.</li> </ul>

		<ul style="list-style-type: none"> <li>• <b>Support Agile Development:</b> Work as part of Agile development teams to deliver end-to-end automation of deployment, monitoring, and infrastructure management in both cloud and on-premise environments.</li> </ul>
<b>DevOps Security &amp; Governance</b>	10%	<ul style="list-style-type: none"> <li>• <b>Security Best Practices:</b> Implement and enforce security best practices for DevOps operations.</li> <li>• <b>Compliance:</b> Ensure compliance with relevant regulations and standards, addressing risks associated with data loss, corruption, and unauthorized access.</li> <li>• <b>Policies and Procedures:</b> Develop and maintain policies, procedures, and controls to enhance DevOps security and governance.</li> </ul>
<b>Software Quality Assurance &amp; Testing</b>	10%	<ul style="list-style-type: none"> <li>• Assist in the implementation of software quality assurance (SQA) and testing processes to ensure the reliability and performance of applications.</li> <li>• Maintain automated testing frameworks to streamline the testing process.</li> <li>• Work to ensure that applications meet quality standards before deployment.</li> <li>• Collaborate with development teams to address defects and improve code quality.</li> </ul>
<b>Business Continuity</b>	10%	<ul style="list-style-type: none"> <li>• Assist in developing and implementing business continuity plans to ensure the availability and resilience of DevOps processes and systems.</li> <li>• Conduct regular tests and updates of business continuity plans to address emerging threats and changing business needs.</li> <li>• Work with other IT and business units to ensure comprehensive continuity planning.</li> </ul>
<b>Learning &amp; Development</b>	10%	<ul style="list-style-type: none"> <li>• Continuously update technical skills and knowledge of DevOps, DevSecOps, and related technologies.</li> <li>• Share knowledge and best practices with team members, promoting a culture of continuous learning and improvement.</li> <li>• Participate in training and development programs to enhance professional growth.</li> <li>• Mentor junior team members and provide guidance on best practices and development methodologies.</li> </ul>

### Job Dimensions

Reporting Relationships: jobs that report to this position directly and indirectly	
Direct Reports	None
Indirect Reports	EPM resources, Outsourced partners/ Vendors

**Stakeholder Management: key stakeholders that the position holder will need to liaise/work with to succeed in this role.**

<p>Internal</p> <ul style="list-style-type: none"> <li>• Project Managers</li> <li>• Business Leads</li> <li>• Departmental/Unit heads</li> <li>• Technical Teams</li> <li>• Testing Teams</li> <li>• Enterprise Projects Office</li> </ul>	<p>External</p> <ul style="list-style-type: none"> <li>• Technical / Expert Consultants</li> <li>• 3rd Party Vendors</li> <li>• Regulators –IPSL, KRA, CBK</li> </ul>
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**Decision Making Authority /Mandates/Constraints: the decisions the position holder is empowered to make** (Indicate if it is Operational, Managerial or Strategic). Please also highlight any budgetary control responsibility if applicable for the role.

- Strategic – Technical architecture, design, development, governance, security, optimization etc
- Operational – Change Management etc

**Work cycle and impact: time horizon and nature of impact (Planning)**

(e.g. Less than 1 week, 2 weeks, 2 weeks – 1 month, 1month – 3 months, 3-6 months, 6-12 months, above 1 year)

- Short-Term Planning – 3 - 6 months
- Long-Term Planning – 6 – 12 months
- Continuous contribution to the Systems Development projects roadmap

**Ideal Job Specifications**

Academic:

- Bachelor's degree in Computer Science, Information Technology, or a related field.

Professional:

- Relevant certifications (e.g., AWS Certified DevOps Engineer, Certified Kubernetes Administrator) are desirable.
- Certification and experience implementing best practice frameworks e.g. ITIL, PRINCE2

Desired work experience:

- Minimum of 3-5 years of experience in IT, with a focus on DevOps and DevSecOps practices.
- Proven experience in project support and change management within the technology sector.
- Skill in writing, executing and monitoring automated test suites using a variety of technologies such as Cucumber, Concordion, Selenium, Appium, Robotium, SoapUI, JMeter
- Practise in managing and leading technical teams, through the successful performance of IT initiatives that positively impact business performance.
- Knowledge in Management of Support Contracts, RFP's & 3rd party support providers.

### NCBA Bank Core Value Behaviours (Performance Drivers)

- **Driven** - We are passionate, make bold decisions and learn from our failures. We seek new challenges and appreciate different views constantly raising the bar. We explore our full potential.
- **Open** - Our interactions are candid, honest and transparent. We listen to each other and our clients. We are inclusive and always respect each other.
- **Responsive** – We put our customer's interests at the heart of all that we do. We are proactive, act quickly and resolutely to deliver results. We keep it simple and seek new ways to improve.
- **Trusted** - As a trusted partner we do what is morally right always. We keep our word. We are accountable and believe in each other.

### Ideal Job competencies

#### Technical Competencies

- Strong technical expertise in DevOps, CI/CD pipelines, and automation tools.
- Hands on experience in software development with major languages Java, Kotlin, C++, C# and practical experience using relation RDBMS e.g. Oracle and MS SQL etc.
- Strong understanding of SOA lifecycle, Integration patterns and standard methodologies.
- Knowledge of Linux/Unix commands and SQL will be required.
- Deep understanding of industry standard formats and protocols (JMS, SOAP, XML/XPath/XQuery, REST and JSON)
- Effective project management and problem-solving abilities.
- Strong communication and interpersonal skills.
- Ability to manage multiple projects and priorities effectively.
- Knowledge of security best practices and regulatory compliance.
- Can create test plans, test cases, test scripts and perform technical unit testing
- Can work with existing systems to track and manage Change requests and user issues
- Issue/bug tracking tools e.g. TestRail, JIRA, Azure DevOps, etc.
- Can perform root cause analysis for recurring incidents, design and execute test plans.

#### Behavioural Competencies

- Interpersonal skills to effectively communicate with and manage expectations of fellow team members and other stakeholders who impact performance.
- Self-empowerment to enable development of open communication, teamwork and trust that are needed to support true performance and customer-service oriented culture.
- Demonstrable integrity and ethical practices
- Complete projects within set timelines
- Innovative and creative with ability to develop, deliver and evaluate brilliant ideas with strategic thinking