NCBA

Job Title:	Manager, Server and Storage	Reports to:	Senior Manager, Data centre
Unit:	IT Infrastructure	Department:	Technology and Operations
Grade:	Band 5	Date:	
Job holder:		Supervisor:	
Signature:		Signature:	

Job Purpose Statement

The role of the manager, server and storage is to evaluate, implement and support the IT Infrastructure in line with Bank's Vision, ensuring infrastructure is available for the business continuity as well as manage data centre operations according to SLAs.

The role is also responsible for operational activities related to virtual environments, daily backup/restoration activities, BCP, and SAN storage infrastructure management. The position also closely works with the Information security team to support on strategic initiatives related to planning and implementing policies and procedures to ensure servers/storage efficiency, capacity management performance, and related controls.

Key Accountabilities (Duties and Responsibilities)

Perspective	% Weighting (to add up to 100%)	Output
Server Infrastructure	20%	1. Management of the physical and virtual Infrastructure, VMware, Hyper-V, running multiple OS platforms 2. Server hardware support and maintenance in collaboration with selected partners and vendors 3. Implementation of High Availability setups as well DR for bank systems 4. Manage projects related to enterprise infrastructure 5. Management of enterprise applications that relate to the daily operations of the bank. 6. Serve as an escalation point and/or backup for end-user issues 7. Management of documentation – SOPs, Inventory and architecture diagrams
Storage, Backup and Recovery Infrastructure	20%	1. Implement the Storage, Backup and Recovery strategy in line with the Business Strategy. 2. Operationalize plans, designs, and implements Storage, Backup, and Recovery projects in accordance with Bank's requirements. 3. Support Storage, Backup, and Recovery architectural framework that is applicable throughout the organization. 4. Evaluation and Test new Storage, Backup, and Recovery technology to support new products and services.

		5. Collaborate with personnel and contractors assigned to the department regarding maintenance, support, and upgrades performed on the Bank's infrastructure. 6. Create strong relationships at the regional/global level within the IT community to ensure maximum leverage of resources/solutions to support local requirements. 7. Monitor Capacity and Performance of the group-wide server and storage infrastructure to ensure optimum efficiency. 8. Plan for capacity, performance, and service availability of all servers and storage in line with business needs. Work with application/project teams and 3rd party partners to plan, design, and implement new infrastructure, to meet the existing and growing needs of the business. 9. Ensure proper change management, i.e., all changes to be done in a controlled process and environment with appropriate documentation.
Security and Compliance	20%	1. Implement server and storage security policies and controls following Bank's requirements 2. Reviews configuration and schedule patch rollouts to ensure that any vulnerabilities are addressed 3. Compliance to regulatory policies
Business Continuity Planning	20%	1. Assist in the development of a Business Continuity Plan utilizing the server and storage technology. 2. Support and participate in formulating and executing detailed Disaster recovery plans of Bank. 3. Liaison with partners (where applicable) for the deployment of the BCP. 4. Liaison with the other internal IT/business units for maintenance and deployment of the BCP. 5. Invoking and revoking disaster recovery of all systems.
Learning and Growth	20%	1. Train and mentor colleagues in the department 2. Provide leadership and direction to colleagues attached to the unit 3. Documentation 4. Actively seek to learn, grow and stay abreast of current developments/trends in relevant technical/professional knowledge areas. 5. Lead by example and inspire others to follow

Job Dimensions

Reporting Relationships: jobs that report to this position directly and indirectly	
Direct Reports	Storage and Backup Administrator (Contract)
Indirect Reports	Outsourced Staff, Vendors

Stakeholder Management: key stakeholders that the position holder will need to liaise/work with to succeed in this role.	
Internal ▪ All Business units	External ▪ Vendors

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.*

- Structure of the Databases, Storage, Backup, and Recovery infrastructure within approved guidelines.

- Storage, Backup, and Recovery Infrastructure design, reviews, and improvement proposals

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)

- Long Term planning – 6-9 months
- Short Term Planning – 1-3 months

Ideal Job Specifications

Academic:

- Bachelor of Computer Science degree or any other IT related field

Professional:

- ITIL
- MCSE
- Server & Storage Administration Training etc.

Desired work experience:

- 5 years working experience

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	
	▪ Knowledge of change management tools and processes, including versioning, defect tracking, and release management. ▪ Demonstrated functional and technical knowledge of Enterprise systems platforms; with multi-country implementation, support, integration, and development/customization experience

Behavioural Competencies	
	▪ <u>Proactive and Innovative to User and Business IT Needs</u>: A self-starter who proactively seeks effective and efficient IT solutions to enable users to process information ▪ <u>Passionate about the Business and IT work</u>: must love/enjoy own work ▪ <u>Results and Achievement Oriented</u>: strives to achieve results, enjoys being measured, and judged by the quality of IS support ▪ <u>Resilience and Tenacity</u>: Must be able to sustain motivation and commitment to goals in good times and bad to work under pressure and withstand work-related stress. ▪ <u>Goal-Driven and Receptive</u>: Focused in seeking solutions but open to new ideas and fast-changing business environment situations. ▪ <u>Self-Reliant and Independent</u>: Ability to operate on own, create and maintain own networks and key relationships ▪ <u>Human Resources Management Skills</u>: Leadership Skills, Team Building Skills, and ability to train, develop, and mentor staff ▪ <u>Interpersonal and Communication Skills</u>: Must be a people's person, good communicator – written and oral - and enjoys working with people ▪ <u>Multicultural Skills</u>: Must be able to operate and interact in a multicultural environment ▪ <u>Communication Skills</u>: Excellent written and verbal communication skills and presentation skills. ▪ <u>Proactive Initiator</u>: Pro-active, a self-starter and can see, grasp and advise on opportunities. ▪ <u>Human Resources Management Skills</u>: Staff supervisory skills and ability to train and develop staff.