Job Title:	Network Engineer	Reports to:	Senior Manager, Networks
Unit:	IT, Infrastructure	Division:	Technology & Operations
Grade:		Date:	
Job holder:		Supervisor:	
Signature:		Signature:	

Job Purpose Statement

The Network Engineer role is to support the bank's Network infrastructure. This includes developing, maintaining, supporting, and optimizing key functional areas; particularly NCBA group IP Networking, Datacentre Network technologies, SD access and SD WAN in collaboration with external vendors, system experts and consultants.

Key Accountabilities (Duties and Responsibilities)

Perspective	% Weighting (to add up to 100%)	Output
Network Automation	30%	• Drive initiatives to achieve efficiencies through automation tools and technique • Performing Network maintenance, migration, and upgrading hardware and software.
Data centre Support	20%	• Monitor all Data Centre equipment & ensure compliance to required standards & systems. • Perform troubleshooting on data centre, identify issues and assist in timely resolution. • Ensure adherence to all established guidelines and management practices for employees. • Analyse and determine appropriate layout of all equipment's in data centre with help of balancing and cooling. • Monitor and supervise all data centre solutions.
Network Scripting	10%	Develop scripts to automate deployment and installation.
SLA & Incident management	20%	To provide management of group network security related projects, incidents, problems and escalations are dealt with according to defined set of policies, processes, procedures and SLA's.
Project Management	10%	• Plans, designs & implements network projects in accordance with Bank's requirements

		• Monitor capacity & performance of the group databases to ensure optimum efficiency
Business Continuity	10%	• Disaster readiness is maintained as agreed and ensures regular DR exercises are done • Assist in the development of a Business Continuity Plan for the IT operations of the bank.
Support of IT Strategy	10%	• Effectiveness of integration of IT infrastructure blueprint with the bank's business direction • Contribute to effectiveness of the network security system (policy, controls & infrastructure) with regard to protection against exposure to and impact of risks associated with data loss, corruption and/or unauthorized access • Support other areas where necessary (On-prem, Hybrid and Cloud instances)

Job Dimensions

Reporting Relationships: jobs that report to this position directly and indirectly	
Direct Reports	None
Indirect Reports	Vendors

Stakeholder Management: key stakeholders that the position holder will need to liaise/work with to be successful in this role.	
Internal IT Department	**External** Network Consultants/ 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.*
• Network automation and programming of infrastructure within approved guidelines • Network 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)*
3-6 months

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 Specifications
Academic:
• Bachelor's Degree in Computer Science, Information Technology or related field.
Professional:
• CCNA, HCIA and other relevant database professional qualifications in IT field
• Knowledge in Python, Linux and automation tools will be an added advantage
• Project Management certification and experience is preferred e.g. PRINCE2, PMP
Desired work experience:
• 3-4 years' proven experience in network support on medium to large organizations
• Working experience in a bank or other financial services organization would be added advantage

Technical Competencies	
	• Knowledge and experience in modern practices for IT security 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 & 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.

Behavioural Competencies	
	• Interpersonal skills to effectively communicate with and manage customer expectations (internal & external), and other stakeholders who impact performance. • Self-empowerment to enable development of open communication, teamwork and trust that are needed to support performance and customer-service oriented culture