



## CAREER OPORTUNITY AT EQUITY BANK

### **ICT NETWORK & INFRASTRUTURE MANAGER**

The ICT Network and Infrastructure manager is responsible to lead the network and infrastructure team that will provide the first line and 2nd line support liaising with the ICT team business users.

#### **Key Responsibilities and Accountabilities**

- Provide leadership and technical support and advice as required across the organization and to customers
- Adopt a proactive approach and responsibility in providing ICT support, advice and one to one training to staff and customers
- Design, build and Manage bank networks
- Install, maintain, upgrade, and repair a wide range of ICT equipment, including but not limited to, servers, switches, routers, computers, laptops, printers, scanners, instant issuing printers, Avaya handsets etc.
- Rectify problems relating to the malfunction of ICT equipment including software, maintain RCA and Incident reporting and resolution
- Respond to ICT Support requests in a timely fashion to always ensure minimum disruption to service and uptime.
- Ensure Maintenance and administration of the telephony system.
- Install and upgrade both systems and application software as required adhering to all licensing regulations.
- Maintain the organization's ICT server rooms including all branches, Data center and DRs
  
- Perform preventive maintenance duties on items of ICT hardware, including the cleaning of equipment.
- Monitor system infrastructure and give continued support and report monthly or on demand on the same.
- Support and maintain the Automated Teller Machines (ATMs) and give continued support
- Work flexibly and effectively with the entire ICT Department.
- Ensure Continuous basic user creations, amendments, deletions (on emails etc.) and training with weekly and on demand reporting,
- Strict meeting of deadlines.
- Strict adherence to work timekeeping policies.
- To provide immediate incident Response on SD tickets whenever necessary. Initial acknowledgement response not to exceed 5 minutes after mail, message, or phone callout.
- Receiving of service requests and incidents reports via mail, or other authorized means.



- Resolution of tickets assigned and closure within the working shifts
- Use available resources to resolve incidents (people, tools, and processes).
- Incident ownership, follow-up, and closure.
- Report any suspected security network and infrastructure breaches to the Head of ICT
- To monitor and maintain general ICT consumable stock to ensure adequate supplies are available in a timely and cost-effective manner ensuring Best Value at all times.
- Follow organization's backup, virus protection and security procedures.
- Note risks to ICT systems and suggest precautions to the Head of ICT.
- To monitor and keep a log of all breakdowns and alterations to the network, and report monthly on the same
- Liaise with suppliers and external support companies as appropriate
- Record accurately and prioritize support requests, outcomes and time taken in the Helpdesk software.
- Create user accounts for staff to access the network including other specific/departmental software used.
- Ensure IT Network and operations run smoothly.
- Ensure compliance to Bank regulations. International standards, Audits recommendations and ensure their implementations.
- Lead a team of 5-8 people and ensure high quality of service delivery and their career growth
- Ensure vendor management with critical services
- Adhere to change management policies and procedures and track impact to avoid business disruptions
- Maintain an inventory of computer hardware and software (including licenses) and report monthly

### **Qualification, Experience, Skills, Attributes and Core Competencies**

- Bachelor's Degree in Computer Science, computer engineering, information systems or any other relevant degree in IT
- Relevant master's degree from a recognized institution
- Relevant professional qualifications in IT (MSCA, CISCO, CCNP, ITIL, PMP, OS (LINUX/SOLARIS.UNIX MS)
- A minimum of Seven (7) years' experience in IT at an organization of similar and complexity (BANK or TELCO, two (3) of which must be at a senior management level
  - Network Architecture
  - System administration
  - Strategy development and implementation
  - Project management
  - Change management
  - Leadership skills
  - Reporting
  - Communication



- Supplier management
- Stakeholder management
- Interpersonal Skills
- Ability to work under pressure
- Budgeting Knowledge
- Banking operations
- Strong Oral and Written Communication
- Results orientation
- Technology Innovation
- Issues management
- Methods, standards creation
- Teaming

If you meet the above requirements, submit your application quoting the job opportunity you are applying for to the email address below by 27<sup>th</sup> May 2022. Please include detailed Curriculum Vitae, copies of the relevant certificates, testimonials, and daytime telephone contact and email address. Only short-listed candidates will be contacted.

Email to: [jobsrwanda@equitybank.co.rw](mailto:jobsrwanda@equitybank.co.rw)

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