Head - IT Infrastructure

Job Purpose

To lead, manage, and continuously improve the Bank's IT Infrastructure, ensuring high availability, security, scalability, regulatory compliance, and operational efficiency aligned with business objectives and industry best practices.

Duties

Develop and execute IT Infrastructure strategy aligned to Bank's digital roadmap.

Lead infrastructure transformation initiatives (cloud, virtualization, automation).

Develop, prepare and manage the infrastructure CAPEX and OPEX budgets.

Monitor and optimize infrastructure Total Cost of Ownership (TCO).

Present infrastructure performance and risk reports to Executive Management.

Lead, mentor and performance-manage infrastructure team members.

- Define team structure and resource planning.
- Conduct performance appraisals and succession planning.
- Develop skills and certification roadmap for infrastructure team.

Capacity planning and technology lifecycle management.

Ensure compliance with Central Bank regulations and other regulatory requirements.

Requirements

Bachelor's degree in computer science, Information Technology, or related field. Relevant certifications such as: CCNP / CCIE, Microsoft Certified (Azure / Windows Server), ITIL, CISSP / CISM (advantage), VMware certification, ISO 27001 Lead Implementer/Auditor (advantage).

Work Experience

At least five (5) years working experience in IT Environment, 3–5 years in leadership or supervisory role, experience in Banking or financial services environment preferred and Familiarity with service delivery culture and support function.

Personal Attributes

A structured approach to dealing with complex and variable work environments in an independent manner.

Ability to balance opposing business requirements.

Ability to balance long term and short-term requirements independently.

Head – IT Service Management/IT Disaster Recovery

Job Purpose

To provide strategic leadership and governance over the Bank's IT Service Management (ITSM) and IT Disaster Recovery (DR) functions, ensuring high service availability, operational resilience, regulatory compliance, and continuous service improvement in alignment with business objectives and industry best practices.

Duties

- Develop, implement, and continuously improve the Bank's IT Service Management framework aligned to ITIL and industry's best practices.

- Own and govern ITSM processes including Incident Management, Problem Management, Change Management, Release & Deployment Management, Service Level Management, Capacity & Availability Management, and Continual Service Improvement (CSI).

- Ensure all ITSM processes are documented, standardized, and consistently applied across the Bank.

- Establish and monitor service performance dashboards and KPIs for Executive Management.

- Drive root cause analysis (RCA) and ensure reduction of repeat incidents year-on-year.

- Drive service maturity improvement through structured service reviews and continuous improvement initiatives.

- Take executive ownership of Major Incident Management processes.

Requirements

- Bachelor's degree in information technology, Computer Science, or related field, ITIL Certification, ISO 22301 or Business Continuity Certification – preferred, COBIT – advantage, Project Management certification (PMP / PRINCE2) – advantage, Relevant risk or governance certification – advantage.

Work Experience

- Minimum of four (5) years' working experience in IT Environment, at least 3–5 years in a senior leadership or managerial role, Proven experience implementing and managing ITIL-based service frameworks.

Personal Attributes

- Strong service ethic.

- A structured approach to dealing with complex and variable work environments in an independent manner.

- Ability to balance opposing business requirements.