

<b>JOB TITLE</b>			<b>TEAM LEAD, INFRASTRUCTURE &amp; CLOUD SERVICES</b>
<b>JOB OBJECTIVES:</b>			
<ul style="list-style-type: none"> <li>To implement and manage a robust IT Infrastructure and Cloud Services framework towards aligning IT with the overall business objectives.</li> </ul>			
<b>DEPT/DIVISION:</b>		<b>REPORTS TO:</b>	<b>SUPERVISES:</b>
Information Technology		Head, Technology	<ul style="list-style-type: none"> <li>System Admin</li> <li>Business Desk &amp; End user Support</li> </ul>
<b>RELATIONSHIPS:</b>			<b>GRADE:</b>
All business units			ME – MGR
<b>JOB RESPONSIBILITIES:</b>			<b>KEY PERFORMANCE INDICATORS:</b>
<ul style="list-style-type: none"> <li>Responsible for system uptime and performance as it relates to server, application and software configuration.</li> <li>Provide implementation, configuration, monitoring and troubleshooting activities for server hardware and operating system software; Linux / Windows server, storage and virtualization technologies.</li> <li>Engineering solutions for scale, resiliency and maintainability.</li> <li>Perform business analysis of infrastructure services including but not limited to: operational performance, operation problems, design and prototypes of current and emerging technologies. Develop and maintain system documentation throughout the lifecycle of the system.</li> <li>Generate system metrics and reports for purposes of detecting performance bottleneck and capacity planning.</li> <li>Designing and influencing the building of On-Prem and cloud services and integration.</li> <li>Design, Architect and build out from the ground up and maintain MS Azure cloud platform/solution to secure data access and platform stability.</li> <li>Configure, maintain and monitor MS SQL databases servers; ensure 99.9% uptime and performance, manage back-ups and recovery procedures.</li> <li>Understands business needs and architect a robust BCP/DR procedure.</li> <li>Perform 7x24x365 on-call operations for server infrastructure and server related hardware and software.</li> <li>Developing disaster recovery plans, validating infrastructure readiness for cloud migration; installing, upgrading, and relocating server-related hardware and software.</li> </ul>			<ul style="list-style-type: none"> <li>% On-Prem and Cloud Services availability</li> <li>TAT on end-user's system and hardware issues resolution</li> <li>Successful quarterly DR Implementation for all servers and applications</li> <li>Successful daily backups of business-critical servers.</li> <li>100% vulnerability assessment and control for business-critical servers.</li> <li>% of On-Prem solutions successfully migrated to the Cloud</li> <li># of Cost Saving Initiatives Implemented</li> <li>% Training Evaluation</li> <li>(Internal) Customer Feedback</li> </ul>
<b>COMPETENCE REQUIREMENTS</b>			<b>APPLICATIONS &amp; TECHNOLOGY</b>
<b>FUNCTIONAL</b> <ul style="list-style-type: none"> <li>Critical Thinking, Problem Solving and Analytical Skills</li> <li>Strategy Development and Execution</li> <li>Good Knowledge of Technology (lending applications)</li> <li>Results focused</li> <li>Operations &amp; Maintenance</li> <li>Planning &amp; Organisation</li> </ul>		<b>BEHAVIORAL</b> <ul style="list-style-type: none"> <li>Mentoring and Supervision</li> <li>Leadership, Influencing and Negotiation</li> <li>Continuous Learning &amp; Improvement</li> <li>Self-Assured, Confident and Assertive</li> <li>Effective Communication Skills</li> <li>Accountability</li> <li>Attention to details</li> </ul>	<ul style="list-style-type: none"> <li>Microsoft Word, Excel and PowerPoint</li> <li>HR Flex</li> <li>Microsoft Navision</li> <li>Crelend</li> <li>Mosulend</li> <li>NimbleX</li> <li>Mambu</li> </ul>

<ul style="list-style-type: none"> <li>○ Project Management</li> <li>○ IT Database Management</li> </ul>		<p style="text-align: center;"><b>WORK CONDITIONS</b></p> <ul style="list-style-type: none"> <li>○ A typical work environment in financial services.</li> </ul>
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<b>JOB SPECIFICATION</b>	
<b>Educational Qualification</b>	<ul style="list-style-type: none"> <li>○ A first degree in Computer science or any related discipline is required</li> </ul>
<b>Professional Qualification</b>	<ul style="list-style-type: none"> <li>○ ITIL, MSCE (Server and Cloud), CCNA – An added advantage</li> </ul>
<b>Desired Experience/ Knowledge</b>	<ul style="list-style-type: none"> <li>○ At least 8 years’ experience in a similar capacity.</li> <li>○ Experience in FinTech development is preferred.</li> </ul>