



## 1.JOB TITLE: IT Support Officer- 10 positions (1 year contract)

**Reporting line- Manager; Service Delivery**

**Job Summary**

IT Support Officer will be responsible for managing incidents and requests raised by users through ticketing tools, calls and emails as well as monitoring systems and infrastructure and following up on any incident that emerged from detected system abnormality.

**Key responsibilities:**

- Effectively manage Digital Channels systems administration such as Internet Banking, Mobile Banking, Agent Banking and SMS services.
- Monitoring, integrations and providing 1st level support to internal customers for all digital channels systems.
- Provide 24 hours on-call support and supervise day-to-day support of these systems.
- Review updates, test and implement changes and/or enhancements in compliance with the change management Policy.
- Participating in integration testing projects with third parties.
- Responsible for initial tickets, email assessment, assignment to L2 engineers, prioritization and follow up for resolution of all the issues raised to ICT by internal and external customers, third parties and partners.
- Perform service requests in relation to Access Management tasks (creation of new user IDs, assigning access rights to users, resetting users' passwords, activating user IDs, disabling user IDs, etc) in accordance with relevant Access Management processes in line with SLAs.
- Proactive and reactive monitoring of technology systems including Servers, Network Infrastructure, Applications, Databases, ATMs, POS as well Data Center environments using the available monitoring tools.
- Provide timely response to all incidents, outages, and performance alerts. Categorize issues for escalation to appropriate technical teams and stakeholders (internal and external) with respect to service performance and availability, including Branches,

Business units, Aggregators, MNOs, and third parties, who are linked to the Bank's payment systems among others.

- Work with internal and external technical and service teams to create and/or update knowledge base articles.
- Monitor and provide daily, weekly, and monthly reports on components and services availability, capacity, and performance metrics, including trends analysis.
- Perform any other duty as assigned by the Manager/Supervisor.

### **Experience, Knowledge, and Skills Requirements**

- Bachelor's degree in Computer Science, Information Technology, or any other equivalent and relevant qualification from an accredited institution.
- Minimum of 1-year of experience working in ICT environment.
- Basic knowledge in Networking (OSI network layers, TCP/IP).
- Basic Knowledge of databases and programming.
- Experience in system testing and monitoring.
- Basic knowledge of ITIL.

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## **2.JOB TITLE: Database Administrator- 1 position (1 year contract)**

### **Reporting line- Manager; Database & Middleware Administration**

To perform basic database administration functions for the bank's entire database management systems while ensuring that best practices for the development, testing, implementation, and maintenance of database systems are maintained.

### **Key responsibilities:**

- Perform daily database administration activities among others including configuration & monitoring, space management, capacity planning, database backup and recovery, and disaster recovery setup.
- Perform the day-to-day support and troubleshooting of enterprise databases, including analysis, troubleshooting, resolving and repair of production, test and disaster recovery issues as well as fulfilling query requests from the business (ad hoc and scheduled).
- Proactively monitor database systems with tools to ensure secure services with limited downtime.
- Participates in data architecture requirements discussions and recommends usage of appropriate database and data management technology.
- Perform database installations and upgrades of Server Software and related products (e.g. WebLogic Application Servers).

- Manage database security.
- Manage database backups and recovery activities.
- Provide off-hours support for scheduled processing and system maintenance.
- Provide team leadership to database administrators.
- Manage and escalate cases to vendors for problem resolution.
- Attend to any other duties assigned by the Line Manager.

### **Experience, Knowledge, and Skills Requirements**

- Bachelor's degree in Computer Science, Information Technology, or any other equivalent and relevant qualification from an accredited institution.
- Minimum of 1-year experience working in complex oracle database administration.
- Vast experience in shell scripting.
- Professional certifications OCA and OCP in Oracle Database 11g or higher will be added advantage.
- Technical knowledge of Oracle, MS SQL, and various new emerging databases.
- Knowledge of UNIX and LINUX administration.
- ICT Service Management skills.

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## **3.JOB TITLE: System Administrator- Servers & Storage (1 Year contract)**

### **Reporting line- Manager; Servers & Storage**

Responsible for smooth day-to-day operations of all servers, storage and Systems by being the subject matter expert and driving the evolution of technologies including but not limited to server hardware, virtualization, containerization, Data protection, and operating systems and all these should be within ICT pillars that is high availability, security, high scalability, high performance and in a cost-effective manner.

### **Key responsibilities:**

- Perform daily operation activities/support for Server, Storage, virtualization, operating systems, and other relating systems.
- Analyse metrics to identify harmful trends, capacity forecasting and planning inputs.
- Create and maintain backup infrastructure for both bare-metal and virtual machines with the appropriate SAN, network, or local storage configurations, using

both Original Equipment Manufacturer (OEM) and third-party tools on Linux and Windows environments.

- Make sure automated backup is performed as required including tape management.
- Proactively ensure the highest levels of systems and infrastructure availability to include verification of the replication of data, fail over copies and redundant data sets.
- Monitor and test application performance for potential bottlenecks, identify possible solutions and work with developers or system owners to implement those fixes.
- Develop and maintain custom scripts to increase system efficiency and lower the human intervention time on any tasks, such as monitoring with Infrastructure as a Service (IaaS).
- Ensure all replication infrastructure between production and disaster recovery is in good working conditions.
- Perform server provision based on security baseline and system requirement
- Provide daily health checks for server and storage infrastructure.
- Monitor utilization trends of various resources in server and storage areas and proactively initiate resource increase if required to address capacity or performance issues.

#### **Experience, Knowledge, and Skills Requirements**

- Bachelor's degree in Computer Science, Information Technology, or any other equivalent and relevant qualification from an accredited institution.
- Minimum of 2 years experience in Server & Storage Systems support.
- Must have at least 2 certifications in Server & Storage area, which will be an added advantage.
- Knowledge of Enterprise Server Technologies and Storage Arrays.
- Knowledge of Virtualization technologies including VMware.
- Knowledge of Storage Area Network (SAN).
- Working knowledge of LINUX and Windows Servers operating systems.
- Good understanding of the various backup solutions.

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