



JOB DESCRIPTION

Position	Reporting to	Department
IT Infrastructure Unit Manager	Head IT	IT

I- JOB PURPOSE:

The IT Infrastructure Unit Manager is responsible for overseeing and managing the organization’s IT infrastructure to ensure systems are online, secure, and fully operational. This role includes supervising the team members and other related personnel to deliver high-performing, reliable IT services that support the organization’s goals. The Infrastructure Unit Manager designs, installs, maintains, and upgrades IT systems while ensuring timely problem resolution to minimize disruptions. This position plays a key role in aligning IT services with business needs, fostering confidence among employees and customers, and ensuring seamless operations across all locations. The manager also ensures compliance with industry standards, develops strategic plans for IT infrastructure growth, and manages vendor relationships effectively.

II- MAIN DUTIES & RESPONSIBILITIES:

- Develop strategic plans and oversee the implementation of network infrastructure across all company locations.
- Lead the analysis of network needs and provide guidance on the design, integration, and installation of network architecture to meet organizational goals.
- Monitor and report on system and network performance, ensuring uptime for core banking, servers, and network systems in alignment with organizational KPIs.
- Manage and maintain firewalls to secure and control incoming and outgoing network traffic based on security policies.
- Supervise and configure VPN, DHCP, DNS, SD-WAN, virtual IPs, and other key networking services.
- Oversee routing and switching on network devices (Cisco, FortiGate, MikroTik), ensuring optimal configuration and performance.
- Manage the deployment, activation, policy implementation, updates, monitoring, and reporting of Kaspersky Security Center operations.
- Administer Windows Server environments (2016-2019), including AD DS, DNS, DHCP, File Servers, quotas, and more.
- Direct the management of VMware infrastructure, including virtual machines, templates, snapshots, migrations, virtual networks, and storage devices.
- Ensure robust database backup and restoration processes are implemented and monitored to guarantee data recovery in case of failures.
- Manage Office 365 administration, including user management, permissions, security compliance, licensing, and support.
- Supervise the renewal and management of IT services, such as O365, Kaspersky, FortiGate, SSL certificates, and internet connections.

- Plan and oversee regular hardware and software maintenance schedules for servers, networks, and client devices, with comprehensive documentation.
- Ensure the proper monitoring, maintenance, and functionality of CCTV systems for HQ and branches, including live views, playback, and downloads as needed.
- Maintain stable and reliable internet connectivity across all company locations, ensuring prompt resolution of connectivity issues.
- Oversee IT equipment inventory management to ensure resources are allocated effectively.
- Build and maintain strong relationships with service providers and vendors, ensuring high-quality support and services.
- Prepare and maintain documentation for audits, ensuring compliance with internal and external regulations.
- Manage and oversee connections to regulatory entities, including NBC, ensuring secure and uninterrupted communication.
- Mentor and supervise the Network Infrastructure team, ensuring alignment with organizational objectives and fostering professional growth.
- Collaborate with the Head of IT to align network infrastructure goals with the overall IT strategy.
- Perform other tasks as assigned by the Head of IT.

III. QUALIFICATIONS:

- Bachelor's degree in computer science, Information Technology, or a related field.
- Minimum of 4 years of experience IT infrastructure management, including system administration, network maintenance, troubleshooting, and project leadership.
- Proven ability to plan, design, and oversee the implementation of complex network infrastructures across multiple locations.
- Strong problem-solving and analytical skills with the ability to address and resolve complex technical and managerial challenges efficiently.
- In-depth expertise in servers, virtualization technologies (e.g., VMware, Hyper-V), and storage solutions.
- Advanced knowledge of networking technologies, including configuration and management of routers, switches, firewalls (Cisco, FortiGate, MikroTik), VPN, SD-WAN, DNS, and DHCP.
- Proficiency in Windows Server (2016-2019) management, including Active Directory, File Server, Print Server, and related services.
- Comprehensive experience with Office 365 administration, including user management, permissions, security compliance, and licensing.
- Strong background in IT security tools and platforms, such as Kaspersky Security Center, with experience in deployment, monitoring, and policy enforcement.
- Expertise in database backup, restoration processes, and disaster recovery planning to ensure data integrity and business continuity.
- Excellent organizational and time-management skills, with the ability to manage multiple projects and meet deadlines under pressure.
- Strong communication and interpersonal skills to effectively collaborate with vendors, stakeholders, and cross-functional teams.
- Strategic mindset with the ability to align IT infrastructure goals with overall business objectives.
- Commitment to staying updated on the latest IT infrastructure technologies, trends, and industry best practices.
- High level of self-motivation, adaptability, and dedication to the organization's vision and goals.