



**JOB DESCRIPTION**

Position	Reporting to	Department
Senior IT Infrastructure	Infra Unit Manager /Head of IT	IT

**I- JOB PURPOSE:**

The Senior IT Infrastructure role ensures the organization's IT systems run smoothly and reliably. This includes designing, maintaining, and upgrading IT infrastructure to minimize downtime and support seamless operations. The role focuses on optimizing internet connectivity, server performance, and network systems to avoid disruptions. It also provides fast, dependable IT services to build trust and ensure efficient delivery of the organization’s services.

**II- MAIN DUTIES & RESPONSIBILITIES:**

- Plan, set up, and implement network infrastructure across all company locations.
- Analyze network needs and contribute to the design, integration, and installation of network architecture.
- Monitor and report system and network performance to ensure uptime for core banking, servers, and network systems.
- Manage firewalls to control incoming and outgoing network traffic based on security policies.
- Configure and manage VPN, DHCP, DNS, SD-WAN, and virtual IPs.
- Manage and configure routing and switching on network devices (Cisco, FortiGate, MikroTik).
- Oversee Kaspersky Security Center for deployment, activation, policy implementation, updates, monitoring, and reporting.
- Manage Windows Server (2016-2019) for AD DS, DNS, DHCP, File Server, Quotas, File Screening, Print Server, and more.
- Configure and maintain VMware for virtual machines, templates, snapshots, migrations, virtual networks, and storage devices.
- Ensure database backup and restoration processes are in place for data recovery in case of failures.
- Manage Office 365 accounts, permissions, security compliance, licensing, and support.
- Handle renewal of IT services (O365, Kaspersky, FortiGate, SSL certificates, internet, etc.).
- Schedule and perform hardware and software maintenance for servers, networks, and client devices, with documentation.
- Monitor and manage CCTV systems to ensure live views, playback and download are available for HQ and branches when required.
- Ensure stable and reliable internet connections across HQ and branches, providing prompt support when needed.

- Manage and control IT equipment inventory.
- Build and maintain strong relationships with service providers and vendors.
- Prepare and maintain documentation for internal and external audit reports.
- Manage and configure connections to regulatory entities such as NBC.
- Provide IT support and training to staff to enhance IT knowledge and skills.
- Schedule renewals for IT services and licenses to ensure timely continuation.
- 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 3 years of experience IT infrastructure and Networking.
- Proven experience in IT infrastructure management, including system administration, network maintenance, and troubleshooting.
- Strong problem-solving skills with the ability to address and resolve complex technical issues efficiently.
- In-depth knowledge of servers, virtualization technologies (e.g., VMware, Hyper-V), and storage solutions.
- Expertise in networking, 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, and Print Server configurations.
- Experience with Office 365 administration, including user management, permissions, and security compliance.
- Familiarity with IT security tools and platforms, such as Kaspersky Security Center, for deployment, monitoring, and policy enforcement.
- Hands-on experience with database backup and recovery processes to ensure data integrity.
- Ability to manage and monitor internet connections to ensure stable and reliable connectivity.
- Proficiency in IT documentation and reporting for audits (internal and external).
- Strong understanding of IT service renewal processes and vendor management.
- Ability to work under pressure, with high levels of self-motivation, commitment, and time-management skills.
- Willingness to stay updated on the latest IT infrastructure technologies and industry trends.