

## JOB DESCRIPTION

### Head, Technology Services, Operations and Technology

<b>DATE</b>	1 <sup>st</sup> January 2022
<b>GENERAL JOB INFORMATION</b>	
Job Title	Head, Technology Services
Reports to	Head, Operations and Technology
Location	Head Office
Direct Reports	Applications Support Officer, Infrastructure Support Officer, Networks Support Officer
<b>JOB PURPOSE</b>	
<ul style="list-style-type: none"> <li>To direct the operation and delivery of Technology services within the Country and ensure the timely and costs effective procurement, installation, implementation and maintenance of necessary equipment, hardware, and software to meet business needs and support service delivery in line with corporate standards.</li> </ul>	
<b>JOB CONTEXT</b>	
<b>KEY RESPONSIBILITIES</b>	
<p><b>General</b></p> <ul style="list-style-type: none"> <li>Manage office and data centre environments within the county and the growth and development of the IT department with responsibility for controlling annual budget and overseeing best practice in IT in line with corporate standards and supported by the Group Head of Technology.</li> <li>Influence commercial decisions and introduce new technology</li> <li>Provide technical and software support to user-dedicated software systems</li> <li>Supervise testing of new programs and products prior to implementation</li> <li>Implement any across corporate standards and compliance requirements</li> <li>Provide training to members of staff on new software products and releases</li> </ul> <p><b>Networking</b></p> <ul style="list-style-type: none"> <li>Assist in the planning and implementation of additions, deletions and major modifications to country IT infrastructure.</li> <li>Implement network security at the country level in line with corporate standards.</li> <li>Oversees the administration of the company's WAN.</li> </ul> <p><b>Internal Systems</b></p> <ul style="list-style-type: none"> <li>Oversee troubleshooting, systems backups, archiving, and disaster recovery and provides expert support when necessary.</li> <li>Work with project teams to implement software updates</li> </ul> <p><b>Command Centre Management</b></p> <ul style="list-style-type: none"> <li>Oversee all help desk activities at the country level.</li> <li>Respond to escalated help desk issues.</li> <li>Oversee the utilization and maintenance of tracking softwares.</li> <li>Interact with management and staff to resolve Technology-related issues and provide answers in a timely manner.</li> </ul>	

**Service Levels Management**

- Build and monitor SLAs with vendors
- Manages the purchasing of all software, hardware and other IT supplies at the country level.
- Ensures that company assets are maintained responsibly.

**Compliance Enforcement**

- Ensure that all required Group policies, procedures and standards are complied with at the country level

**JOB PROFILE**
**Experience & Qualifications**

- Have very strong Cisco and Microsoft skills preferably a CCNA, CCNP, CCSP and MSCA or MSCE certified.
- Have excellent IT management skills coupled with finance and Banking background and hands on skills with LAN Switches and network security (Cisco Pix and ASA) as well as the management of core banking systems. It is also mandatory to have ITIL/Prince II, MSE / CCNA / CCSP
- Have at least 5 years of management of a medium sized IT department.
- Have a background in the management and support of Core Banking Systems (Flexcube / Globus/ Delta)

**Skills, Capabilities & Personal attributes**

- Problem solving, Innovative & Analytical skills.
- Excellent Customer relationship.
- Ability to work under stress.
- Team player.
- Good communication skills.
- Service oriented.
- Time, People & Project management.

**APPLICATION PROCESS**

Should you be interested in any of these positions, please apply via the MYHR portal FOR INTERNAL CANDIDATES with your updated CV/resume latest **Wednesday, November 30<sup>th</sup> 2022, close of business.**

**EXTERNAL CANDIDATES CAN FIND THE ROLES HERE**

 [www.ecobank.com/group/about-us/careers](http://www.ecobank.com/group/about-us/careers)

**Please note that only shortlisted candidates will be contacted.**