Which of these IT job roles would you be awesome at?

Housing Finance Bank

Manager IT Infrastructure (1)
Unix Systems Officer (1)

Housing Finance Bank is a Commercial Bank and the leading provider of housing finance solutions with a vision to be the preferred consumer and business bank with a focus on housing finance. To attain its strategic objectives efficiently and effectively, Housing Finance Bank is seeking to hire qualified, versatile, and self-driven individuals to fill two vacant positions in its establishment below;

Job Title: Manager IT Infrastructure (1)

Department: Information Technology
Reports To: Head of Information Technology
Grade: HFB 6C
Direct Reports: Direct - IT Infrastructure Officers, Unix Systems Officer
Indirect - None
Interacts/interfaces with:
Internal - All Departments (Key Users)
External - External IT Equipment and Services Vendors

Job Purpose

1. Accountable for planning, coordinating and direct management of the Bank's IT Hardware Infrastructure so as to support the Bank's operational and customer service strategic objectives.
2. The role oversees efficient allocation computer/server hardware and software resources, provides oversight to ensure reliability and sustainability of technology hardware infrastructure and services.

Key Result Areas

1. Determine and recommends server and computer hardware and software upgrades/updates /patches for servers, desktops, laptops etc. and ensure timely replacement and disposal of depreciated IT assets.
2. Implement hypervisor infrastructure especially KVM and VMware; plan, build and install computer and server infrastructure, which encompasses hardware, software and virtual machine environment covering both VMware and KVM.
3. Perform system software and hardware upgrades, maintenance and apply patches.
4. Allocate, monitor and document resource utilization for virtualised environments.
5. Manage disaster recovery for servers through backups, restoration and replication.
6. Implement strategies for infrastructure management.
7. Implement specific strategies to achieve 99.99% of Technology Infrastructure systems, especially the data centre systems.
8. Develop SOPs/DOIs for the entire hardware and software management.
9. Manage the IT inventory for the Bank.
10. Develop and continuously update an IT service catalogue.
11. Continuously review IT solutions, workarounds, temporary fixes from vendors and ensure there is sufficient documentation of all solutions in the ITSM portal by all technicians.
12. Responsible for designing and implementing disaster recovery plan for IT systems.
13. Develop annual infrastructure budgets for the bank in liaison with HOD.
14. Supervise the administration of hyperconverged infrastructure.
15. Manage infrastructure SLAs with third-party providers.
16. Receive and log all requests for IT changes, liaise with HOD to ensure sign off for change building, testing and implementation, in accordance with IT change management policy.
17. Plan and coordinate End User Technology training, to share broad knowledge on use of hardware and software and ICT policies.
18. Plan, coordinate and participate in refresher trainings for specific platforms/services CRM next, DMS and ATMs Custodians.
19. Manage the competence and performance of IT infrastructure staff, through performance appraisals and ensuring the meet productivity targets.

Financial Responsibility

Management of Infrastructure budget.

Person Specifications

Education & Training
1. Bachelor's Degree in ICT and Computer related studies e.g. Computer Science, Computer Engineering, IT, or other related studies e.g. Bachelor of Statistics, Data Science, Mathematics, Electrical, Data Communication and Networks
2. Certification in VMware/Microsoft/Cisco technologies are a requirement.
3. Certification in IT governance is an added advantage.
4. CISA certification is highly desirable or added advantage.
5. Training or Certification in COBIT 19 is an added advantage.

Skills & Experience
1. Minimum of 6 years of IT experience in large Microsoft , Linux, KVM, VMware, juniper and Cisco based enterprise environments especially in banking, telecom or IT company that does deployment of the mentioned systems and technologies.

2. Experience in design and implementation of large enterprise Data Centre, or collocation of Data center services.
3. Expert knowledge of KVM, Mware and Windows server administration
4. Expert knowledge in office 365 system administration.
5. Expert knowledge in converged and hyper converged infrastructure
6. Strong knowledge of managing Cisco/juniper network devices and wireless technologies, UNIX and storage systems, VOIP PBS system
7. Expertise in administration of SAN switches.
8. Expertise in Data center Administration.
9. Understanding of the OSI networking model and networking topologies, VOIP technologies
10. Demonstrated knowledge of key protocols and services such as TCP/IP, UDP, DNS, DHCP, SMTP, SNMP and Active directory.
11. In-depth understanding of Information Technology Infrastructure Library (ITIL)
12. Good knowledge of PC and Server operating systems, corporate protection systems, programming with UNIX, SQL, knowledge of web design.

Business Behaviours
1. Excellent customer service and people skills
2. Consistently approaches work with energy and positive, constructive attitude.
3. Superior organization and communication skills, both verbal and written
4. Strong monitoring skills, management and leadership skills
5. Positive and constructive attitude towards work
6. Proven initiative, good judgement, confidence, assertive team working skills and ability to meet deadlines without close supervision.
7. Total commitment to quality and attention to detail.

Job Title: Unix Systems Officer (1)

Department: Information Technology
Reports To: Manager, IT Infrastructure
Grade: HFB 4A
Direct Reports: Direct - None, **Indirect -** None
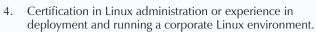**Interacts/interfaces with:**
Internal - All Staff (Key Users)
External - External Services Vendors

Job Purpose

This role is responsible for installing, configuring, and optimizing the performance of computer hardware systems in Unix enterprise environments and/or Linux operating systems

Key Result Areas

1. Responsible for performing software installations and performing upgrades to Unix and Linux operating systems with various software packages.
2. Responsible for day-to-day monitoring, troubleshooting and debugging issues that pop up in computer hardware networks, infrastructure, and operating systems.
3. Repair server hardware, perform audits, and ensure systems are working according to established policies and guidelines.
4. Actively monitor Unix/Linux systems and run diagnostic tests on hardware to identify problems and analyse system faults.
5. Analyse new technology and integrate that technology into existing systems Unix and Linux environments.
6. Conduct real-time troubleshooting – fixing hardware and software problems right as they occur.
7. As a Unix/Linux expert, occasionally draft support documents and update operations manuals, standard operating procedures (SOPs), life-cycle documentation, and software deployment systems for Unix and Linux based systems.
8. Offer technical subject matter expertise and support to Customer facing e-Channels teams in in engagements with Clients and resolving technical and service issues.
9. Support in the administration of windows server environment and integration.
10. Responsible for installation and management of open-source database management systems like Postgres, Mongodb, Mysql.
11. Responsible for patch management of both windows and Lunix environment to ensure all patches are up to date.
12. Responsible for administration of VMware and KVM environment and related server hardware infrastructure.
13. Responsible for management of disaster recovery plans including backup and restoration, replication, failover, redundancies to mention but a few.

Financial Responsibility - N/A

Person Specifications

Education & Training
1. Bachelor of Computer Science / Information Technology / Computer Engineering / Electrical and Electronic Engineering or its equivalent
2. Proficient with Linux and Unix technologies
3. ITIL Foundation Certificate in IT Service management

4. Certification in Linux administration or experience in deployment and running a corporate Linux environment.
5. Proof of training or certification in VMware and KVM is an added advantage.
6. Proof of training or certification windows server administration is an added advantage.

Skills & Experience
1. At least 4-5 years of working with Unix and Linux operating systems.
2. Proficient with Linux and Unix technologies
3. Skills in real time trouble shooting.
4. Skills in technical writing

Business Behaviours
1. Excellent customer service and interpersonal skills
2. Consistently approaches work with energy and positive, constructive attitude.
3. Superior organization and communication skills, both verbal and written
4. Strong attention to detail and skills in monitoring
5. Positive and constructive attitude towards work
6. Proven initiative, good judgement and confidence
7. Ability to meet deadlines without close supervision.
8. Total commitment to quality and attention to detail
9. Impeccable integrity.

Interested candidates should submit their applications with a recent CV, copies of all academic transcripts, certificates and testimonials, daytime telephone contact, postal and email address and three competent referees **not later than Friday, 19th April 2024 by 5:00pm to:**

Chief Human Resources Officer
Housing Finance Bank
Investment House
4 Wampewo Avenue, Kololo

Please take note that all applications should be sent by email to **Recruitment@housingfinance.co.ug.**

DO NOT HAND DELIVER YOUR APPLICATION.

Please note that ONLY shortlisted candidates will be contacted and any form of canvassing will lead to automatic disqualification.

Guidelines for submitting Documents

1. Ensure that all your documents are scanned and submitted in 1 single batch using the following order:

   • **Application letter**
   • **Curriculum Vitae (CV)**
   • **Academic Documents and Certificates**

2. The maximum document size is 10 MB.

3. Please indicate the name of the position you are applying for in the subject.