



OFFRE D'EMPLOI N° 009/SB-RDC/KIN/2024

Intitulé du Poste : Manager, IT Infrastructures
Département : Technology
Lieu d'affectation : Kinshasa
Type de Contrat : CDI assorti d'une période d'essai de 6 mois

I. A PROPOS DE STANDARD BANK

Standard Bank est le plus grand groupe de services financiers d'Afrique en termes de capitalisation boursière et un acteur innovant sur la scène internationale, qui offre une variété de possibilités de développement de carrière – ainsi que la possibilité de travailler aux côtés de certains des professionnels les plus talentueux et les plus motivés du secteur. Présent dans 38 pays du monde dont 18 en Afrique, c'est depuis 1992 qu'il opère en République Démocratique du Congo à la suite de l'acquisition d'ANZ Grindlays Zaire qui existait dans le pays depuis 1973.

Standard Bank RDC offre une gamme variée de produits et services par le truchement de ses diverses branches à travers la RDC via un réseau des intermédiaires (banques correspondantes). Nos clients vont des entreprises de toutes tailles aux grandes multinationales ainsi qu'aux institutions. Nous sommes passionnés par la création de croissance en Afrique.

Ainsi, afin d'apporter une valeur réelle et significative à nos clients et aux communautés que nous servons et créer un réel sentiment d'utilité, nous avons développé une expertise dans la prestation des services liés aux besoins des entreprises minières, multinationales et autres organisations internationales opérant en République Démocratique du Congo.

Nos équipes allient leur connaissance approfondie sur les conditions et déterminants du marché en RDC à l'expertise du Groupe Standard Bank opérant dans les marchés émergents aux fins de développement des solutions sur mesure répondant aux besoins de la clientèle.

II. JOB DESCRIPTION

JOB INFORMATION

Job Family : Infrastructures Management
Sub-fonction : Information Technology
Career Type* : Line / Managerial

JOB PURPOSE

Responsible for leading the data centre, production operations and technical support teams responsible for installing, configuring, upgrading, administering, monitoring and maintaining server, operating systems, networks, telephony, communications, data centres, computer rooms, EOD/BOD operations, batch processing and storage. Responsible for allocation of tasks to the support teams, advanced troubleshooting and ensuring repairs are undertaken in accordance with organisational policy and data centre standards

JOB FUNCTIONS

Essential Functions

- Check that all physical aspects of the local data centre are at standard and in line with group standards

Essential Functions

- Monitor adherence to data centre architectural standards related to space planning, the engineering infrastructure (cooling, dehumidification, electrical systems, temperature control) and the technical infrastructure (cable plants, server racks, communication lines, switches, routers, etc). Ensure that expansion plans also adhere to these standards.
- Monitor the use and availability of electricity in the data centre. This includes monitoring the availability of the UPS (uninterrupted power supply), battery banks, generator capacity, diesel supplies and overall power consumption. Conduct analyses to determine the power usage effectiveness and create remediation plans if the effectiveness is not up to standards.
- Check that the data centre has adequate fire protection measures
- Review the physical security measures in place and working effectively. This includes building access, quality of fencing, camera surveillance, guarding services and access control systems. Work with the facilities management team in Group Real Estate Services to arrange improvements required.
- Escalate any security failures or breaches immediately. Log the incident reports, participate in the investigations and work on the remedial actions to prevent recurrence.
- Participate in business discussions around the desired uptime in the data centre. Prepare the models reflecting the cost of resilience in the data centre against losses from downtime to determine the most efficient allocation of capital to the data centre.
- Supervise the preparation of supporting documents to allow the formal review and tiering of the data centre. Ensure that the tier of the in-country data centre is maintained in line with group requirements.
- Monitor the ageing of all hardware in the data centre. Prepare motivations for replacement equipment for all items nearing end of life.
- Arrange the installation, configuration and commissioning of all new servers in the data centre. This includes the loading of the operating systems (which could include Unix, Windows Server, IBM AIX and RHEL – Red Hat Enterprise Linux), antivirus installations and updates, firewall maintenance and patching.
- Monitor file server and storage utilisation. Ensure that archiving is done in accordance with group standards to free up storage capacity.
- Supervise the setup of employee file share folders and monitor that the types of files and security access standards are maintained.
- Arrange daily backups and restores that are done offsite
- Arrange for the build of all desktops, printers, scanners and periphery equipment. Ensure that protocols are followed in terms of receipt of the hardware from suppliers and that operating systems, firmware and applications are loaded to specifications. Monitor adherence to agreed service level turnaround times for the deployment of new hardware to end users.
- Check that retired or recycled hardware is decommissioned or cleaned using approved disk wipe tools.
- Check that all incidents are logged with the appropriate criticality ratings
- Check that the team provides second level support for incidents that were reported to Service Desk Consultants and that were not resolved on first call.
- Monitor the utilisation and speed of links by viewing the dashboards. Ensure that incidents are raised proactively if any issues occur.
- Engage with the group or local telecommunications providers to drive resolution of connectivity issues.
- Plan for ordering and installation of telephony equipment include phone instruments, allocation of telephone lines, fax machines, voice recording and voicemail services.
- Plan the security installation and enablement of employee-owned tablets and smartphones.
- Regularly engage with the group's capacity management team to ensure that actual network capacity locally, and on international links, is adequate to enable the business to function.
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- Check that network equipment is properly maintained by overseeing the loading of patches, firmware upgrades etc. Ensure that intrusion prevention and detection systems are in place
- Supervise the investigation of all local incidents related to unauthorised access to folders or systems.
- Monitor end of life for network equipment and arrange for the release of capital budgets to replace the equipment.
- Check that business requirements for live interfaces are met by monitoring the connectivity. This includes payment systems, trading analytics tools (e.g., Reuters, Bloomberg) and central bank interfaces

Essential Functions

- Monitor the processing of overnight and other batch uploads to all third parties including credit agencies, central banks, credit card companies and third-party processing partners.
- Manage the local email infrastructure by ensuring that employee mailboxes are allocated, that email standards on individual email size, attachment type and mailbox size are enforced and that email distribution groups are maintained.
- Plan for the archiving of historical mailboxes for current and ex-employees in accordance with group retention standards.
- Maintain and set up local web servers and services. This includes the local intranet, internet access (with internet access restrictions), proxy servers, internet firewalls and DNS servers.
- Engage with local internet services providers and with group teams when internet or email services fail. Drive the closure of local incidents. Ensure that communication is sent to business users on the progress on resolving incidents.
- Check that adequate redundancy is in place for web and email services by having multiple service providers and managing the network traffic between the service providers.
- Drive the hardware, storage and network impact assessment for all projects that are planned for the country. Provide technical input to project teams and monitor that risk and issue logs, as well as technical specifications, accurately describe the country requirements.
- Manage internal IT production services projects end to end for example the deployment of new regulatory standards on data protection or the implementation of new electronic communications infrastructure.
- Supervise the technical testing of new systems and infrastructure. Make recommendations to the CIO on the technical readiness as part of the go/no-go decision process.
- Check that hardware changes that are needed to enable new applications are planned and executed, for example enabling of desktop soundcards for new learning applications.
- Collaborate on the development of the in-country business continuity management plan. Participate in the disaster recovery testing once a year and take ownership of resolving hardware and connectivity issues identified during testing.
- Monitor the team to ensure that all change requests and incidents are correctly logged and closed out within the allocated timelines.
- Check that service level agreements as well as back end operating level agreements are in place, monitored and updated before they expire
- Maintain the physical IT asset inventory with support from the finance team, covering the datacentre and end user equipment. Conduct hardware inventory audits at the required intervals.
- Monitor the contractual compliance of all hardware and network service providers. Engage with procurement to support the enforcement of penalty charges with suppliers.
- Monitor the expiry and validity of supplier agreements. Engage with procurement to support renewals. Drive the negotiation of contracts with support from the country CIO for large or complex details.
- Supervise the creation of purchase orders and approval of invoices for hardware and network services.
- Provide management information for inclusion in the CIO's monthly reporting to business.
- Allocate work packages to team members on a daily and weekly basis. Monitor progress of deliverables.
- Evaluate requests for new resources (people, budgets and equipment) and motivate to mandate holders for approval.
- Obtain a thorough understanding of the business strategy and translate it into team deliverables.
- Provide input into the setting of operational targets for the IT function. Allocate targets to individuals and teams.
- Analyse the performance of the department and address gaps in process, technology or people that could prevent achievement of the goals defined.
- Monitor departmental expenditure against approved budgets.
- Approve purchase orders and invoices within the allocated financial mandate. Escalate out of budget or items higher than the approved mandate to a more senior manager.
- Continuously identify areas in the department that can work more efficiently or where cost can be reduced.
- Check that the teams understand the compliance requirements in the function. Create actions to address gaps.
- Monitor compliance training attendance on a monthly basis and ensure that teams understand the importance of completing it.

Essential Functions

- Develop a high performing team by embedding the bank's performance process, regular performance feedback and coaching. Address poor performance.
- Motivate team members and ensure that they receive recognition for work well done.
- Determine development needs of the team and ensure that development opportunities (training, rotation, on-the-job learning) are budgeted for and executed.
- Interview and recruit new members of the team, including determining the appropriate salary with input from the Human Capital Business Partner.
- Create workforce plans for the area to ensure that current and future business requirements can be met. Such plans should be revisited at least twice a year.
- Use workforce plans to obtain headcount approvals on an annual basis and as input into the financial budgeting cycles.
- Create quarterly leave plans to ensure adequate coverage. Approve leave requests and leave sale requests.
- When required, initiate disciplinary processes for team members. Resolve grievances raised by team members, escalating only if unresolved.
- Management of the IT Production Operations and ensuring its smooth and efficient operations within set time limits.
- After hours management of data centre activities and monitoring thereof .
- Manage Production Operations personnel and ensure that standards and procedures are strictly adhere to.
- Monitor daily/monthly performance of systems and develop action plans to remedy any degradation of service by conducting systems clean ups where necessary.
- Manage installations and implementations of software applications in the bank by ensuring thorough testing on the test environment before loading on the production and disaster recovery systems.
- Development of team targets and goals for the Production Operations in line with those of the department and the bank.
- Manage project implementations as assigned and ensure completion within set timelines.
- Review security controls periodically to ensure data and system access controls are not compromised.
- Management of IT production projects and implementation of changes in line with agreed timelines with Stanbic Africa support centre, in country project manager and business.
- Liaise with branch management on IT services in line with the bank's programs and business objectives.
- Management of the SOD/EOD operations of the bank to ensure smooth running of bank operations.
- Intraday batch operations and management thereof.
- Ensure system availability at all times and ensure that any problems are resolved expeditiously.
- Ensure that appropriate and effective disaster recovery mechanisms for the Production Operations and related systems are in place.
- Monitor daily/monthly performance of systems and develop action plans to remedy any degradation of service by conducting systems clean ups where necessary.
- Manage statistical information sent to Centre IT.
- Manage project implementations as assigned and ensure completion within set timelines.

III. REQUIREMENTS

QUALIFICATIONS

Education

Type of Qualification	Field of Study	Required / Preferred	And / Or
Diploma	IT and Computer Sciences	Required	
First Degree	IT and Computer Sciences	Preferred	

Work Experience

Experience	Experience Details	Required / Preferred
5-7 years	Proven experience in and knowledge of storage, mainframe, networks. Extensive understanding of IT Infrastructure including cloud Infrastructure management. Proven experience in IT security, Infrastructure support, Systems Administration, Systems Analysis in the banking / financial services industry. Experience engaging directly with a client-facing team on their technology requirements	Required

Total number of years' experience 7 years

Knowledge, Skills and Abilities

KSAs	Proficiency
Effective communication with diverse stakeholders	High
Excellent presentation and negotiation skills	High
Broad experience in benefit scheme administration and other People and Culture Operational processes	High
Ability to coordinate training activities	High
Proven ability to motivate others to perform and to establish a high performance culture	High
Balancing operational tasks with team management	High

BEHAVIOURAL COMPETENCIES - ESSENTIAL

Directing People	Is "leading" or "giving direction" part of leadership. The effective display of the "Leading People" competency is highly dependent on the effective display of several other competencies. Leading people is about taking control of as well as coordinating people and resources. While there are many different views on what leadership is, in this case, the concern is not focused on what leadership is, but is rather focused on the generic behaviour associated with leading people.
Making decision	Having the pace at which individuals are prepared to make decisions, as well as their willingness to take responsibility for their decisions when under pressure. It also deals with the extent to which individuals are definite about their views and opinions.
Pursuing Goals	Pursuing Goals include the extent to which individuals are ambitious, are driven to achieve results and are persevering in the face of adversity.
Exploring possibilities	Individuals being effective at displaying behaviours associated with different situations or problems. Individuals are required to look at a problem and define it in an abstract manner. "Unpacking" a problem in terms of its underlying principles and basing the problem on sound theory typically allows for deeper insight into the true nature of the problem. This makes the nature of the problem more complete, more meaningful and therefore longer-term sustainable solutions more likely.
Provides Insight	Provides insight with regards to aspects that are likely to have an impact on the organisation. It is about making it clear to others what the implications of internal and external organisational environmental factors and processes are on the competitive position of the organisation. "Providing Insights" should be done with a focus on improving the situation.
Adopting Practical Approaches	Adopts practical solutions with an emphasis on learning by doing. This competency requires individuals to utilise common sense when required. Ultimately, this competency is important to ensure that organisations implement feasible solutions.
Examining Information	This competency serves to aid effective problem solving and requires being effective at probing and analysing situations efficiently and accurately. This competency is important because without sufficient analysis, effective solutions become less probable. In addition, poor analysis makes it more likely that individuals become confused and anxious, bored, error prone or overwhelmed by detail, which also impacts negatively on successful problem solving.
Showing composure	This is about the extent to which individuals can remain calm under pressure and maintain poise before and during important events. As such, the competency addressed in this

BEHAVIOURAL COMPETENCIES - ESSENTIAL

	document is concerned with the extent to which individuals show behaviours that lead to the effective handling of pressurised situations.
Checking Details	This competency is concerned with the careful checking and confirmation of details in a task. Another behaviour associated with the "Checking Details" competency is being accurate. Being accurate requires individuals to have a strong quality orientation as well as to be thorough and detailed in their approach when completing tasks to avoid making mistakes.
Embracing change	This competency, in the context of organisations is concerned with the extent to which individuals accept challenges and change as well as the extent to which individuals cope well with uncertainty. Accepting change and coping with uncertainty can enhance one's ability to adapt effectively to changing circumstances, which is an ability of increasing importance in an ever more dynamic business environment

TECHNICAL COMPETENCIES

Competency Group	Management	
Competency	Level	Competency Description
Business Continuity Management	3. Seasoned	Refers to the knowledge and experience required to ensure provision of service continuity planning and support.
IT Procurement and Asset Management	3. Seasoned	Able to evaluate/negotiate/procure/track & manage IT assets.
Capacity Management	3. Seasoned	Refers to the knowledge and skills required to manage the capability and functionality of hardware, software and network components to meet current and predicted needs in a cost-effective manner.
Data Centre Facilities Management	3. Seasoned	Refers to the knowledge and experience required to manage the Data center operations.

Competency Group	Information Technology	
Competency	Level	Competency Description
Infrastructure/Platforms	3. Seasoned	Enterprise computing infrastructure support and maintenance provision.
Information Security	3. Seasoned	The management of, and provision of expert advice on, the selection, design, justification, implementation and operation of information security controls and management strategies to maintain the confidentiality, integrity, availability, accountability and relevant compliance of information systems.
IT Support	3. Seasoned	Ability to provide optimal IT support to departments to help facilitate meeting of the Bank's objectives.

SCOPE

People Management:

	# Direct Resources Managed	# Indirect Resources Managed
This position manages/supervises people	4-10	None

Contact with Others

Contacts are frequently inter-organizational and outside customer/vendor interactions. Part of a team who represents the organization. Monitors activities and communicates information across the organization

Contacts Description	Engagement and liaison with customers across all levels. Manage suppliers, vendors and/or consultants related to the P&C Operations Function. Build, develop and maintain relationships with the key P&C COEs to deliver exceptional services.
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IV. COMMENT POSTULER?

Les personnes intéressées sont priées d'adresser leurs candidatures par e-mail à l'adresse électronique info@standardbank.cd en reprenant l'intitulé du poste en objet de leur e-mail. Les dossiers comprendront **uniquement** une **lettre de motivation** ainsi qu'un **Curriculum Vitae détaillé à jour en anglais** renseignant les numéros de téléphone et adresses e-mails d'au moins **trois personnes** de référence.

Seuls les candidats de nationalité congolaise remplissant les critères susmentionnés seront considérés pour la suite du processus. Il sied de préciser que les **candidatures féminines** sont vivement encouragées et que la maîtrise de l'**anglais oral et écrit** sera un élément déterminant dans la sélection des profils.

La date de clôture pour la réception des candidatures est fixée au **vendredi 28 juin 2024 à 17h00'**.

La Direction des Ressources Humaines

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