

JOB DETAILS

Job Title	: Head: Information Technology Infrastructure
Division	: IT and Operations
Remuneration	: R1 517 321,01
Job Type Classification	: Permanent

MAIN PURPOSE OF THE JOB

To oversee, integrate, and optimise the Bank's IT infrastructure, support, and service delivery functions. This includes ensuring stable and secure infrastructure systems, reliable first- and second-line support, efficient IT service management, and proactive disaster recovery. The role manages vendor relationships, asset and access management, and ensures that IT support services meet agreed business service levels while driving customer satisfaction, cost efficiency, compliance, and innovation. The role will also be required to manage DR environment as well as form a critical part of the Cloud implementation and management.

Key Performance Areas

- **Infrastructure & Service Delivery Strategy:**
 - Develop, implement, and monitor the integrated IT infrastructure and service delivery strategy.
 - Plan capacity, scalability, and availability to meet current and future business requirements.
 - Align infrastructure and service delivery planning with the corporate strategy.
- **IT Support & Service Delivery Management:**
 - Oversee 1st and 2nd line support across applications, infrastructure, data, telephony, networks, and security.
 - Manage helpdesk operations, query resolution, and escalation protocols.
 - Monitor and report on SLA compliance for end-user support.
- **Infrastructure Management:**
 - ? Oversee data centre operations including server rooms, UPS, fire systems, cooling, and housekeeping.
 - Ensure an optimal design and implementation of network and cloud infrastructure
 - Ensure high network uptime and adequate bandwidth for operations.
- **Vendor & Contract Management:**
 - Build and maintain relationships with IT vendors and service providers.
 - Review, negotiate, and renew hardware, software, and licensing contracts in a timely manner.
 - Ensure accurate software asset management
- **Disaster Recovery Planning Management:**
 - Develop, implement, and maintain disaster recovery and IT related business continuity plans.
 - Conduct annual disaster recovery testing and update plans accordingly
 - Collaborate with IT leadership to strengthen cybersecurity practices and controls.
- **People Management:**
 - Participate in the selection and appointment of new team members.

- Conduct regular meetings and promote open and ongoing communication with the team.
- Ensure departmental performance management and capacity planning
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- **Budget & Financial Management:**
 - Governance, budgeting, and management of change delivery in the IT Infrastructure, including the oversight of incremental changes and major change and upgrade programmes.
 - Analyse the business plan to determine the financial requirements within area of responsibility.
 - Manage budget in accordance with policies, procedures and legal requirements

Preferred Minimum Education and Experience

Minimum Qualifications:

- Bachelor's Degree

Minimum Experience

10 years' experience in Infrastructure management and at least 5 years in infrastructure senior management

8 - 10 Years in the below:

- Management of IT infrastructure support, operations, and service delivery
- Hands-on experience in desktop, application, and network support (LAN/WAN/SAN)
- Database administration & Data Centre operations
- Service Desk management and end-user support
- Disaster recovery planning and execution
- Vendor and contract management
- Exposure to ERP environments

Critical Competencies

- Infrastructure & Service Delivery Strategy Development
- Storage, Network & Cloud Management
- Service Desk Management & IT Support Tools
- Budget and Financial Management
- Disaster Recovery Planning Management and Cyber Security
- People Management

Additional Requirements

- Excellent Data Centre and IT operations knowledge
- Detailed understanding of data security and disaster recovery processes
- Working knowledge of Backup & recovery strategies

- Knowledge/Experience of Recruitment Tools
- Knowledge of PFMA