Company	**NMB Bank**
Location	**Dar es Salaam**
Job Vacancy	NOC Infrastructure Administrator (Fixed term – 2 years) (2 Position(s))
Job Location	Head Office

Job Purpose:

24/7 Proactively monitor, conduct level 1 troubleshooting, and escalate all incidents and problems raised within Network operation center (NOC) which will or has the potential to degrade bank services, and ensure service delivery meets and exceeds business customers expectations by maintaining the value of the services.

Main Responsibilities:

- Perform and coordinate root cause analysis of incidents and share RCA/incident reports.
- Responsible for daily proactive monitoring, conducting first level troubleshooting, resolution and escalation of all issues pertaining to Data Centre & DR infrastructure, Core banking services, Core network, branch connectivity, ATM/POS, Self-service channels, power & cooling utilities at Head Office and branches.
- Responsible for managing all incidents and problems logged regarding network, self-service, power, and cooling utilities from branches & Head Office ensuring SLA(s) and customer expectations are met.
- Preparation of daily, weekly, and monthly performance statistics for the network and data center infrastructure, status reports, and graphical aids for management.
- Maintain current configuration on existing NOC infrastructure including out of the box reports provide required visibility report to management.
- Automate and consolidate all manual morning health check reports.
- First level support for all self-service channels and services ensures proper escalation to second level support.
- Maintain and optimize NOC infrastructure licenses/Infrastructure ensure all business-critical services are monitored.

Knowledge and Skills:

- Service management standards and baselines in Operating Systems, Network Virtual environments, Databases, and middleware
- Good Knowledge on networks, applications, data center infrastructure, self-service channels, power, and cooling utilities monitoring and troubleshooting.
- Possess good interpersonal skills.
- Must be creative, innovative, aggressive and a team player.
- Flexibility to work on shift rotation basis
- Good observation and analytical skills.
- Familiarity with Agile development methodologies.

- Experience with varieties of databases and object-relational Mapping (ORM) frameworks.
- Knowledge of programming and shell scripting, e.g., Java, Python, Bash script
- Linux & terminal commands
- DevOps skills

Qualifications and Experience:

- Bachelor's degree in computer science or related academic field.
- Professional certification in ITIL; CCNA, Self-service channels, Monitoring tools training/ certification.
- Two years' experience in handling Monitoring Tools (Microfocus) in large corporate organizations.
- Two years' experience in systems and Network security technologies such as TCP/IP, Network devices (Switches, Routers and Firewalls) UNIX/Linux, Windows, Oracle & Microsoft Database.

NMB Bank Plc is an Equal Opportunity Employer. We are committed to creating a diverse environment and achieving a gender balanced workforce.
Female candidates and people living with disabilities are strongly encouraged to apply for this position.

NMB Bank Plc does not charge any fee in connection with the application or recruitment process. Should you receive a solicitation for the payment of a fee, please disregard it.

Job closing date : 23-Jan-2024

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