

EFC ZAMBIA: IT MANAGER – INFRASTRUCTURE AND CYBERSECURITY

1. Position Title: IT Manager – Infrastructure and Cybersecurity
2. Department: Information Technology
3. Grade Job: EFC 3
4. Reporting Officer: Head, Information Technology
5. Direct Reports:
 - Infrastructure (Networks and Server) Analyst
 - Cybersecurity Analyst

6. Position Objectives

As the key technical member of the IT team, the job holder will be required to ensure that EFC's information and communication technology needs, both current and future, are met. EFC services and networks are to be primarily maintained by the Infrastructure Manager to ensure reliability, effectiveness and future proofing. The job holder will provide day-to-day support to internal customers (staff). This includes server support, network support for all branches throughout the company.

The role is responsible for deploying, maintaining, and repairing the computer and network infrastructure of EFC Zambia. Explores technical solutions, determines the applicability to EFC Zambia, and makes recommendations for deployment.

The role also ensures the resilience, reliability and optimal performance of enterprise infrastructure and customer-facing digital channels, including mobile banking, internet banking, agency banking, POS, card services and payment systems, enabling secure, seamless and innovative banking services.

7. Duties and Responsibilities

- Plan and oversee the installation and maintenance of computer systems, hardware, and networks
- Assist the Head, IT to Lead, develop and optimise the department's technical capability by fostering a high-performance culture of innovation, accountability and continuous improvement, while effectively managing team performance, workforce planning and resource allocation IHands on expertise in data centre management and data governance
- Develop and implement policies related to network, Network Security, Power (including secondary solutions), Disaster Recovery, and IT infrastructure
- Analyze resource utilization and develop strategies and tactics to optimize performance
- Establish, measure, and define IT goals and maintain an IT roadmap
- Monitor and analyze the success of IT initiatives and projects and continually develop and evaluate new technologies and tools for the company
- Direct the activities of the help desk to ensure the IT needs of users are sufficiently met
- Manage development projects to integrate new technologies into existing systems
- Perform ongoing support and maintenance of all hardware, software, and network components
- Establish a security policy to protect company information and resources
- Audit systems and assess their outcomes
- Develop and maintain an enterprise-wide cyber security framework for protection against evolving cyber threats and ensure all cyber incidents are effectively investigated, reported and remediated.

Digital Banking Platforms Management

Manage the availability, performance and security of all customer-facing digital platforms including:

- Mobile / Internet Banking
- Agency Banking
- POS Infrastructure
- Card Management Systems
- API integrations and Digital customer onboarding platforms

Drive continuous improvement of digital banking infrastructure to support customer growth and service excellence.

Other tasks and responsibilities that will enable the fulfillment of the above noted responsibilities include:

- Hands on experience in building and installing PCs, telephony systems, networks and peripheral devices (such as printers, scanners, mobile / smart phones) related to desktop / server infrastructure, in accordance with EFC standards.
- Hands on experience in maintaining installed Servers, networks, Printers, telephone systems, CCTV, Access Control, Inverters, Solar Panels and peripherals with routine maintenance.
- Identify, log and resolve technical problems with software applications or network systems.
- Identify potential changes and system improvements to present to senior team leaders for consideration, approval and implementation.
- Ensure that work is carried out within agreed service levels and in accordance with EFC departmental guidelines.
- Explain and document technical issues in a clear way to clients

8. Qualifications & Requirements

- **Bachelor's degree** in Computer Science, Information Systems, Computer Engineering, Electrical Engineering or equivalent education from any recognised university.
- Master's Degree is an added advantage
- **Minimum 5 years** in IT Senior Management experience
- **IT Certification** including, but not limited to, Microsoft, ITIL, COMPTIA++, Cisco Certified Network Professional (CCNA), Certified Information Systems Security Professional (CISSP), Project Management (PMP) etc will be an added advantage.
- **Communication.** Communicates effectively and appropriately. Speaks and writes in a clear and credible manner. Uses good judgment as to what to communicate to whom as well as the best way to get that accomplished. Actively listens to others. Ability to present and explain information.
- **Stakeholder Engagement.** Must be able to professionally communicate with stakeholders including Senior Management, Board of Directors, Vendors, other departments, and customers via e-mail or phone about technical and non-technical hardware and software.

- **Problem-solving.** Ability to quickly identify hardware, software, and network issues. Reviews related information to develop and evaluate options and implement solutions.
- **Knowledge of Systems Integration.** Configure switches and routers. Knowledge of telecommunications equipment, information systems, servers, networking protocols, and end-user computer hardware and software, including applications and programming.
- **Decision-making.** Considers the relative costs and benefits of new equipment or software. Uses logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- **Experience** managing on-premises servers, storage area networks (SAN), and network-attached storage (NAS) devices
- Positive attitude, self starter and ability to work well independently and in a team environment.
- Ability to handle stress appropriately and interact well with others
- Understanding of mobile technology and OS (Android, IOS, Windows), VM Ware technology and Linux.
- Experience leading and managing large IT projects and rolling out IT infrastructures across various technologies

9. Core Competencies:

Technical Skills

- System Administration and digital banking platforms
- Excellent working knowledge of computer systems, servers, Physical Security (CCTV, Access Control), Cyber Security, network and systems administration (Active Domain and User Administration), databases and data storage systems, and phone systems.
- Hands on experience on administration of network protocols, security and troubleshooting (Routers, hubs and switches)
- Hands on experience on Firewall and anti-virus software Administration
- Hands on experience on Cyber Security including performing Vulnerability assessment and Penetration Testing (VAPT) and Intrusion Detection tests.
- Excellent understanding of hacker strategies to anticipate the moves cyber criminals might make.
- Extensive administrative experience of most of the following: Microsoft Operating Systems (Server & Desktop), Network & Domain Management, Virtualisation Technologies (Citrix Xen), VM Ware, Linux and Web technologies.

Other Skills

- Excellent verbal and written communication skills
- Research capabilities
- Planning
- Accuracy and attention to detail
- Initiative and pro-activity to follow through with problem solving and research
- High personal standards of performance and desire to develop skills and knowledge
- Strong critical thinking and decision-making skills
- Excellent project management skills and strong ability to prioritize
- Firm grasp on IT infrastructure and operations best practices