

BFCBHRJ-102 – IT Infrastructure Manager | Managed Services | Bahrain

About the role:

The IT Infrastructure Manager is responsible for the formulation, implementation, and daily running of the BFC Group inhouse and on Cloud infrastructures hosting the core and supporting applications, as well as managing of associated internal and external staff support resources including outsourced vendors, network, server, and application teams. . The job holder oversees and controls the overall implementation and enforcement of the policies, procedures, strategic vision, projects and other IT related aspects to ensure the Groups operating companies have a resilient infrastructure on which to operate.

The individual will ensure that project teams have the relevant technical resources available to assist them throughout the Project Lifecycle to ensure technical issues are resolved before they become operational. These activities include the definition of needs, benefits, and technical strategy; research & development within the project life cycle; technical analysis and design; and support of operations staff in executing, testing and rolling-out the solutions. Participation on projects is focused on smoothing the transition of projects from development staff to production staff by performing operations activities within the project life cycle.

Your Responsibilities:

- Responsible for managing the IT infrastructure, applications, and daily operations support for Head Office, branches, and BFC Group offices.
- Responsible for designing and deploying of systems and infrastructure components, as well as managing and monitoring of such components on AWS.
- Manage and maintain BFC worldwide network. Work as part of the IT team in order to ensure core administration system provides required level of service to customers.
- Responsible for working with functional team members and cross-functional peers to ensure that all interdepartmental activities and aligned to the Business Plan for the Group and Core Values of the Company.
- Work with business teams to develop and enhance the IT processing to improve and enhance the Company's business proposition.
- Act as role of central point of contact for both employees and any external service providers for on-going issue management.
- Co-ordinate any technical/user issue management.
- Create and control IT issue management process for use by internal customers and third parties.
- Maintain software and hardware technologies, including servers, routers, firewalls, switches, network monitoring tools and system backup and archiving inhouse and on AWS.
- Handle any escalated issues on the technical issue management or complex vendor support issues.
- Responsible for the design, implementation, maintenance and repair of the Company's database. In addition, responsible for the performance, integrity, and security of the database.
- Establish and implement policies and procedures for LAN/WAN usage throughout the organization.
- Document daily procedures and manuals.
- Manage and Implement Disaster recovery plans, data replication and backup solutions.

About You

- University Degree in Computer Science, Engineering or related field
- AWS Solution Architect Certified
- ITIL Foundation Certified (Recommended)
- CCNP Certified (Recommended)
- MCSE Certified (Recommended)
- AWS advanced knowledge and minimum of two years' experience
- Knowledge of managed services, and network operations in the financial services sector.
- Minimum 7 years related work experience, preferably in the Banking and Financial Services sector out of which 3 years in a supervisory role.
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- The job holder must be comfortable working in a standalone environment and be able to meet deadlines and adapt to changing conditions to generate effective and pragmatic solutions to new situations and problems as they are presented.
- Has ability to demonstrate an understanding of IT Systems and methodologies required for running 24x7 Group company operations.