

## HEAD OF INFRASTRUCTURE -HOIF20/2026

### REPORTING TO: CHIEF INFORMATION OFFICER

**Job Purpose:** To lead and modernize the bank's enterprise technology infrastructure to ensure high availability, resilience, security, scalability, and performance of all IT platforms supporting business operations, digital banking channels, and future growth. The role is responsible for delivering a robust, secure, and future-ready infrastructure environment aligned with the bank's transformation agenda and Tier-1 growth ambitions.

### Key Responsibilities:

#### 1 Management and Administrative Responsibilities

- Provide regular progress reports to the Chief Information Officer and the ICT Leadership.
- Develop and foster internal and external stakeholder communications.
- Influence the stakeholders to adopt standard working frameworks and collaborate with IT during innovation identification and appraisal of Projects.
- Advice on the mechanism and reuse of built solutions for ease of Budget planning & control over availed CAPEX and OPEX.

#### 2. Technical and Professional Responsibilities

##### Server Infrastructure Strategy & Management

- Develop and execute the bank's enterprise infrastructure strategy and roadmap
- Drive modernization initiatives including cloud adoption, virtualization, automation, and hybrid environments.
- Ensure infrastructure capacity planning aligns with business growth, digital expansion, and data demands
- Establish standards for enterprise architecture, scalability, and interoperability
- Ensure 24/7 availability and reliability of core banking systems, digital platforms, and internal systems
- Maintain target uptime of  $\geq 99.9\%$  for critical platforms and drive strategies toward 99.999% operation status for all Mission Critical Infrastructure.
- Oversee data centers, cloud platforms, servers, storage, networks, databases systems and end-user computing.
- Lead cloud platform strategy development and operationalization/adoption.

##### Network & Connectivity

- Ensure reliable, secure connectivity across branches, ATMs, digital platforms, and partner integrations
- Manage WAN, LAN, VPN, SD-WAN, and internet redundancy
- Optimize network performance for digital banking and mobile channels
- Ensure secure operating environment for externally accessible services

##### Database Systems Management

- Ensure reliable, secure database platforms and data access management
- Ensure database high availability architectures for all Mission Critical Applications
- Develop and operationalize open-source database strategy

##### Cybersecurity & Infrastructure Risk and Compliance

- Work closely with Information Security to ensure infrastructure security compliance

- Implement secure configurations, patching regimes, and vulnerability management
- Support regulatory and audit requirements related to infrastructure resilience and data protection
- Ensure infrastructure aligns with CBK regulatory requirements, audit standards, and IT governance policies
- Maintain documentation, policies, and operational procedures

#### **Business Continuity & Disaster Recovery**

- Own and maintain the Disaster Recovery (DR) and Business Continuity (BCP) infrastructure framework
- Ensure DR readiness through periodic testing and recovery drills
- Maintain RTO/RPO alignment with business criticality
- Manage Bank's data archival and backup strategy

#### **Vendor & Service Provider Management**

- Manage relationships with infrastructure vendors, ISPs, data center providers, and cloud partners
- Ensure SLAs and performance standards are met
- Lead contract negotiations and technology sourcing decisions

#### **Team Leadership & Capability Development**

- Build and lead a high-performance infrastructure team
- Promote a culture of automation, reliability engineering, and continuous improvement
- Drive skills development in cloud, cybersecurity, and modern infrastructure technologies

#### **Academic & Professional Qualifications**

- Bachelor's degree in information technology, Computer Science, Engineering, or related field
- Master's degree in technology, Business, or related discipline (*added advantage*)
- Professional Certifications such as:
  - ITIL
  - Cloud Certifications (AWS / Azure / GCP)
  - Cisco / Network Certifications
  - VMware / Virtualization Certifications
  - Information Security Certifications (*advantage*)

#### **Key Competencies:**

- Data Center & Cloud Platforms (Azure, AWS, or equivalent)
- Network Design & Security (LAN/WAN/SD-WAN/VPN)
- Database Systems Management
- Virtualization (VMware, Hyper-V, etc.)
- Storage & Backup Solutions
- Disaster Recovery & High Availability Design
- IT Service Management (ITIL frameworks)

ALL applicants **MUST** apply online to email: [recruitment@familybank.co.ke](mailto:recruitment@familybank.co.ke); closing date is **27<sup>th</sup> June 2026**. Canvassing will automatically disqualify the candidate. Only shortlisted candidates will be contacted.

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