

SENIOR ENGINEER - INFRASTRUCTURE -SREN20/2026

REPORTING TO: DATA CENTRE MANAGER

Job Purpose: Lead the design, implementation, optimization, and lifecycle management of the organization's core ICT infrastructure—covering data center systems, compute, storage, virtualization, networking, cloud/hybrid services, backup/DR, and security controls—to ensure high availability, performance, scalability, and compliance with organizational and regulatory requirements.

Key Responsibilities:

1. Infrastructure Architecture & Design

- Architect scalable, secure, and cost-efficient hybrid infrastructure; produce HLD/LLD, bill of materials, and capacity models; evaluate new technologies and standards; contribute to enterprise architecture and roadmap.

2. Continuous Improvement & Innovation, Implementation & Upgrades

- Lead automation and standardization; pilot new tools; benchmark against best practices; drive observability and SRE-minded improvements.
- Lead deployments and migrations across servers, storage, virtualization, network, and cloud; execute patching/firmware; automate builds with IaC/scripts; maintain configuration baselines and documentation.

3. Operations, Monitoring & Performance

- Own monitoring tooling and thresholds (e.g., SIEM/NMS/APM); tune performance and availability; maintain CMDB/asset records; enforce backup and retention success; optimize costs (on-prem/cloud).
- Maintain and tune enterprise storage (SAN/NAS/object), file services, and backup/restore systems to meet RPO/RTO targets.
- Oversee patching and updates for OS, firmware, hypervisors, and core applications using tools like WSUS/SCCM/Intune/Ansible.

4. Security, Compliance, Audit Closure& DR

- Implement hardening, identity, endpoint/server/network security; oversee vulnerability remediation; conduct DR tests; ensure compliance with policies and regulations (e.g., ISO 27001, NCA, PCI-DSS as applicable)
- Implement and maintain security hardening (CIS benchmarks, STIGs) across on-prem and Azure - Remediate vulnerabilities and close audit findings (internal, external, regulatory – CBK, PCI-DSS, ISO 27001)

5. Incident, Problem & Change Management

- Act as Tier-3 escalation; lead root cause analysis and corrective actions; contribute to CAB; refine runbooks and recovery procedures; improve MTTR and reduce incident recurrence.

6. Vendor & Stakeholder Management

- Manage vendors and MSPs; validate SLAs; review SOWs; coordinate with procurement, finance, audit, and business owners; support contract renewals and tech refresh.

7. Documentation & Knowledge Transfer

- Maintain technical docs, SOPs, and diagrams; deliver handovers and training to operations teams; keep knowledge base current.

Academic & Professional Qualifications

- Education: Bachelor's in computer science, IT, Engineering, or equivalent experience.
- Experience: 5 – 7 years in infrastructure engineering with at least 3 in a senior/lead capacity.
- Certifications (preferred):
- Vendor/platform: VMware VCP, Microsoft/Azure (AZ-104/305), AWS (Solutions Architect), Cisco CCNP/ENARSI, Red Hat RHCSA/RHCE.
- Security/ITSM: Security+, ISO 27001 Lead Implementer/Auditor (nice to have), ITIL Foundation/Intermediate.
- Availability: Willingness to participate in after-hours changes, on-call rotations, and disaster recovery tests.

Key Competencies:

Compute & Virtualization

- Windows Server & Linux (RHEL/Ubuntu), AD/LDAP, DNS/DHCP/GPO.
- Hypervisors: VMware vSphere/ESXi, Hyper-V, KVM; vCenter management; clustering/HA/DRS.
- Containerization & Orchestration: Docker, Kubernetes, OpenShift (nice to have).

Storage & Backup

- SAN/NAS/Object storage; RAID, thin provisioning, snapshots/replication.
- Backup/Recovery: Veeam, Commvault, Rubrik, or similar; 3-2-1 and immutable backups; DR planning and testing.

Networking

- L2/L3, VLANs, routing protocols, SD-WAN, QoS; VPNs; load balancers (F5/NGINX).
- Firewalls/UTM, NAC, zero trust principles; segmentation/microsegmentation.

Cloud & Hybrid

- Azure/AWS/GCP IaaS/PaaS; IAM, networking, storage, native backup, and security controls.
- Hybrid connectivity (ExpressRoute/Direct Connect), landing zones, IaC (Terraform/Bicep), policy/guardrails, cost management.

ITSM & Governance

- Incident/Problem/Change, CMDB, asset, and license management.
- Compliance frameworks (ISO 27001/20000, PCI DSS, local telecom/financial regulations).

ALL applicants **MUST** apply online to email: recruitment@familybank.co.ke; closing date is **27th June 2026**. Canvassing will automatically disqualify the candidate. Only shortlisted candidates will be contacted.

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