

Job Description

JOB TITLE	DevOps
LEVEL/BAND	MM20
DEPARTMENT	Technology
DIRECT REPORT (JOB TITLE)	IT Service Management Manager

Overall Purpose of the Position

Responsible for deploying, automating, maintaining, troubleshooting and improving the systems and business applications used by the Bank in accordance with agreed standards. The role requires you to have hands-on technical experience and a can-do approach towards environment automation, management, documentation and continuous improvement.

The role will encompass the use of a broad range of technologies, operating systems (Windows, Linux) and application environments (Oracle DB, SQL Server, IIS, Glassfish), with an emphasis on the implementation of best practice security principles.

Operational Responsibilities

- Deploying, automating, maintaining and managing production system, to ensure the availability, performance, scalability and security of the Bank's business applications and underlying systems.
- Build, release and configuration management of production systems.
- Deploying, automating, maintaining and managing pre-production environment and liaise with QA team during acceptance testing to help assure the quality of our business applications and services.
- System troubleshooting and problem solving across platform and application domains.
- To ensure that all incidents, change requests and service requests from clients/end-users are handled promptly and effectively within agreed operational / service levels.
- Suggesting architecture improvements, recommending process improvements.
- Evaluate new technology options and vendor products.
- Ensuring critical system security through the use of best in class security solutions.
- Maintain documentation of the Bank's business applications and its underlying systems

General Responsibilities

- To submit reports and/or supervise any projects and activities as may be directed.
- To ensure compliance with Bank's policies, guidelines and underlying procedures at all times.
- To be prepared to work on call.
- To perform any other duties that may be reasonably assigned from time to time.

Qualifications, Skills & Competencies

- **Mandatory**

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| Skill | <ul style="list-style-type: none">• Excellent trouble shooting and analytical skills• Knowledge on scripting languages and automation• Proficient in SQL• Basic server administration• Understanding network topologies and common network protocols and services.• Be organised, meticulous and prepared to work under pressure.• Have good verbal and written communication skills.• Be a team player but able to work independently when needed. |
| Experience | <ul style="list-style-type: none">• Have 2+ years' working experience in a similar role within a corporate environment• Deploying, Supporting and maintaining business applications and services and their underlying systems• Have a strong understanding of .NET development concepts |
| Qualification | <ul style="list-style-type: none">• Possess a degree/diploma in IT or Computer Science or in a related field. |

- **Desirable**

- Skill** • -
- Experience** • -
- Qualification** • Knowledge of ITIL v3 skills will be considered as an asset.

Structure

