



GENERAL

Job Title: **Senior Manager Infrastructure and Data Centre**

(Job Ref: **ICT/09/2025/01**)

Reports to: **Head of ICT**

Department/Division: **ICT**

No. of Vacancies: 1

BASIC PURPOSE:

The Senior Manager, IT Infrastructure & Data Center will ensure proper functioning of the Bank's Local Area Network, Wide Area Network, computing, server, network infrastructure, ATMs, Cash Deposit Machines and End Points. The role will oversee installation, capacity upgrades, maintenance of channels, hardware, Operating Systems and data centre operations. The role will involve collaboration with external vendors, system experts, consultants. The role will also involve supervision of the Infrastructure team.

MAIN DUTIES & RESPONSIBILITIES

- Contribute to the formulation of the organization strategy and ensures that all bank policies and procedures are abided to by all staff under the manager.
- Maintain and optimize bank networks, servers, ATMs, Cash Deposit Machines
- Ensure that all the IT Networks & Infrastructure platforms in use by the Bank keep pace with technological innovations and developments as a way of protecting investment in technology.
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- Participate in planning, testing, and implementation of software and hardware upgrades of network devices.
- Manage staff in the unit by recruiting, training and coaching, communicating job expectations and appraising their performance. Foster a culture of continuous improvement and technical excellence.
- Operate and maintain wide area networks, track significant problems, monitor performance, and perform upgrades to hardware and software as required.
- Design and implement wide area networks including peripheral devices.
- Configure, deploy, and maintain the bank enterprise network infrastructure across branch network.
- Participate in planning, testing, and implementation of software and hardware upgrades of network devices.
- Handle and address Internal and External Audit issues.
- Maintain documentation regarding network configurations, operating procedures, and service records relating to network hardware and software
- Ensure efficient customer service delivery by attending to customer queries/complaints with utmost care/service, review repayment problems and recommend way forward.
- Establish performance metrics and reporting systems for infrastructure health.
- Provide regular updates to senior leadership on infrastructure status and risks.
- Perform any other duties assigned to you from time to time.



QUALIFICATIONS, SKILLS AND EXPERIENCE

QUALIFICATIONS

- Degree in Computer Science, IT, or related qualification
- Qualifications in CISSP – Certified Information Systems Security Professional, CCNA/CCNP – Cisco Certified Network Associate/Professional, ITIL - Information Technology Infrastructure Library

SKILLS

- Excellent Understanding of Information Technology policies and procedures
- Excellent knowledge of Local IT standards, Laws, Regulations.
- Proven ability to analyse complex business issues and identify, design and implement effective practical recommendations.
- Proficient in IT Enterprise systems management and support.
- In-depth knowledge of IT related practices, principles, and regulations.
- Excellent business transaction awareness
- Excellent organisational and planning skills
- Strong analytical skills and problem-solving skills
- High personal standards and goal oriented
- Excellent and effective communications skills, both orally and in writing
- Understanding of Business and IT requirements
- Good evaluation and leadership skills
- Good Enterprise IT skills combined with knowledge of how they are working within the organization
- Confidence in decision-making
- An ability to work to tight deadlines and within constraints
- Demonstrate sound business and technical judgement, communication skills and talented development capabilities.
- Expert knowledge and exhibits an exceptional degree of ingenuity, creativity, and resourcefulness.
- Able to promote a team-playing mentality
- Guides the transfer of knowledge within the team

EXPERIENCE

- 7–10+ years of progressive experience in IT infrastructure roles, including network administration, systems engineering, or IT operations.

If you believe you can clearly demonstrate your abilities to meet the criteria given above, please submit your job application cover letter along with a detailed resume, copies of the relevant certificates and testimonials in a single PDF file format, quoting the respective Job title or Ref no. in the subject field to recruitment@equitybank.co.ug by **Tuesday 23rd September, 2025**

Only short-listed candidates will be contacted.

Equity Bank is an equal opportunity employer. We value the diversity of individuals, ideas, perspectives, insights and values, and what they bring to the workplace.