Position Title : **Senior Storage Engineer**	Grade : **PL-5**	Closing date : **29th May 2011**
Department/Division : **Information & Methods Department (CIMM)** **Infrastructure & Telecommunications Division (CIMM.2)**		Supervisor's Name and Title : **Osay Osman YUUNI, Division Manager, CIMM2**

The principal activities of the Infrastructure and Telecommunications Division (CIMM2) are to ensure that the infrastructure and telecommunication systems of the Bank fit the needs of the Institution and function in an efficient and cost effective manner.

As part of the infrastructure function, the Bank's critical databases are stored and managed on the storage area network (SAN). This asset is very critical to the proper functioning of all the Bank's Departments and Field Offices. The work objectives of include managing, planning and guiding all aspects of Bank's core storage infrastructure to support the Business needs.

Duties and Responsibilities : Under the supervision of the Division Manager, the incumbent will carry out the following functions:

- Administer all Storage Area Networks taking care of Daily Storage Operation work which includes but is not limited to: project support, SAN & LUN configuration, troubleshooting, performance and tuning

- Maintain updated SAN documentation and asset management

- Capacity planning for all SAN technology

- Implementation and Management of productivity tools to maintain proactive alerting to performance and capability aspects

- Implementation and Management of storage provisioning tools to configure logical unit numbers (LUN) to optimize systems performance, backup and restore operations, and to maximize cost-effective utilization of resources

- Develop and maintain a strategy for patch management for all SAN related systems

- Understand business goals and information needs; analyze architecture of business events and data that support the architecture; participate in business requirements definition for small to large-sized projects and ensure alignment to the technology strategy

- Work with Application Development, Application Support groups to ensure production support issues receive proper application of technical expertise

- Perform root cause analysis on critical or recurring application issues related to storage

- Assist in resolution of technical support issues as required

- Must keep abreast of latest developments in hardware and software enhancements and technology related to SAN, Backups and IT Environment

- Ensure systems are running at optimum performance

- Monitor systems resource usage providing reports on performance of systems and capacity status

- Capacity Management (CM) Process Owner in accordance to ITIL best practices: responsible for ensuring that the process is fit for purpose. The responsibilities of CM process owner include sponsorship, design, change management and continual improvement of the process and its metrics. The incumbent ensures that the process is being performed according to the agreed and documented procedure and is meeting the aims of the process definition

Selection Criteria: (including desirable skills, knowledge and experience)

- Minimum Master's degree in Computer Science, Electrical Engineering, Information Technology or related field

- Minimum of five (5) years of experience in systems engineering, data center, storage management

- Clearly understanding the advantages, limitations and applications of the storage technologies such as but not limited to: Direct-Attached Storage, Disk-to-disk-to-tape, iSCSI, Magnetic tape, Network-attached storage (NAS), Redundant array of independent disks (RAID), Storage area network (SAN)

- Understand Cloud Storage Models, Opportunities and Limitations

- Understanding enterprise IT infrastructure components (server, storage, and network) and their

- operational requirements

- Understanding of server virtualization

- Understanding and full ability to conduct the business and Return on Investment (ROI) analysis to ensure that the storage is both competitive and profitable

- Ability to manage various priorities and demands from various departments for Storage Capacity management; Finding compromises, managing issues and conflicts and addressing harmonization and integration issues

- ITIL v3 Foundation knowledge

- Knowledge of SAN infrastructure monitoring tools, hardware and software

- Ability to "sell" new ideas and concepts especially in the field of Storage technology

- Good organisational skills

- Ability to work on own initiative and as part of a team

- Ability to keep up to date with technological advances

- Knowledge of IBM N-series arrays, director switches and automated tape libraries is highly desirable

- Knowledge of EMC Networker is highly desirable

- Competence in the use of Bank standard software (Word, Excel, Access and PowerPoint)

- Ability to communicate and write effectively in French or English, with a good working knowledge of the other language

<u>Submitted by</u> : **Mohamed Youssouf, Division Manager, CHRM.1**	<u>**Date**</u>**:**
<u>Approved by</u> : **Gemina Archer-Davies, Director, CHRM**	<u>**Date**</u>**:**