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<th><strong>TITLE</strong></th>
<th><strong>Principal Network Operations Center Engineer (NOC)</strong></th>
<th><strong>GRADE</strong></th>
<th><strong>PL4</strong></th>
<th><strong>Closing Date</strong></th>
<th><strong>31 October, 2012</strong></th>
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<tr>
<td><strong>Department/Division</strong></td>
<td><strong>Information Management &amp; Method (CIMM)/Infrastructure &amp; Telecommunication (CIMM.2)</strong></td>
<td><strong>Name and Title of supervisor</strong></td>
<td><strong>Jean Hubert BAYALA, OIC, CIMM2</strong></td>
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**Objectives:** 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. Among others the work objectives the Principal Network Operations Center (NOC) Engineer will report to the IT Infrastructure and Telecommunication Manager. The incumbent is responsible for planning and coordinating all activities related to the Network Operation Center (focal point of IT infrastructure good health monitoring). He/she is expected to work with NOC Engineers, Network Engineers, System Engineers and System Analysts within the Corporate Information and Method Department in conducting (i) IT infrastructure proactive monitoring work (i) IT infrastructure incident and problem diagnostic; (ii) operational support for problem solving (iii) technical support to improve IT Infrastructure systems (networks, operating systems, infrastructure applications) management, including support for being compliant to ITIL standards adopted by the Bank and designing the IT infrastructure operations procedures.

**Duties and responsibilities:**

Under the general supervision of the Division Manager, the incumbent will carry out the following functions:

- Align the strategy of the Network Operation Center operation on the IT Infrastructure and telecommunication division strategy;
- Plan, prepare the annual work program of the Network Operation Center, including its objectives and budget and prioritize work for the Network Operation Center Engineers based on their skills and expertise;
- Implement the NOC annual work program and report periodically on the status and results to the IT Infrastructure and Telecommunication division Manager;
- Provide technical guidance within the framework of the Bank’s policies and guidelines to NOC Engineers on the monitoring of the Bank’s IT infrastructure and take proactive measures to ensure maximum IT infrastructure service availability and performance;
- Design and implement a service tree model that connects the Bank’s IT monitoring infrastructure with the critical affected service that will allow the NOC Engineers to alert other areas that may be affected by problems experienced.
- Provide leadership in IT process automation to reduce mean time to recovery (MTTR) and helps NOC engineers meet SLA’s by designing NOC procedures to handle incident resolution and provide high quality response;
- Manage and coordinate, in conformity with the Bank’s ITIL standards, the resolution of major incidents and problems that occur on the IT infrastructure, prepare reports, and make critical decisions that impact many services, such as shutting down critical component of the IT infrastructure in case of an emergency;
- Provide training and technical support to NOC Engineers in NOC documentations and procedures mastery;
- Provide innovative inputs into the improvement of the Bank’s IT infrastructure problem resolution process aimed at deepening the understanding of the root causes, consequences of common incidents and take appropriate measures to anticipate these incidents and problems occurrence;
- Design the communication framework within the NOC, between the NOC members and other IT teams, and IT Managers and manage the communication toward the entire organization in case of emergency;
- Contribute to the preparation and the dissemination of policies, guidelines, ITIL standards and procedures on the Bank’s IT infrastructure administration, within the IT infrastructure and Telecommunication Division;
- Coordinate the update of the centralized source for all knowledge and documentation that is accessible to the IT Infrastructure experts. The knowledge base will be updated on a regular basis with experiences and lessons learned for future reference and improvements;
- Play a key role in service Availability Management Process in accordance with ITIL best practices; responsible for ensuring that the process is fit for purpose. The responsibilities include sponsorship,
design, change management and continual improvement of the process and its metrics.

**Selection Criteria** (including required skills, knowledge and experience):

- At least a Master’s degree (or its university equivalent) in Computer science, or Information technology, electrical engineering;
- Certification in ITIL foundation exam is required;
- Must have gained sound experience in Network, Operating system and IT infrastructure applications administration. A minimum of 6 years in both Network, Operating System and IT Infrastructure applications such as Active Directory, Exchange, etc... is required;
- Knowledge of the Bank’s monitoring tools such as SCOM (Microsoft), Nagios, PRTG;
- Strong incident and problem troubleshooting skills, analytical skills and able to collate and interpret data from various sources. Ability to assess and prioritize faults and respond or escalate accordingly. Ability to define operational guidelines and procedures;
- Ability to manage a team in a customer service environment, communication, and organizational are essential. Ability to work in a multi-task environment, ability to document work in progress;
- Ability to apply innovative approaches; ability to work in a team environment, to analyze and summarize; create and revise documentation, good interpersonal, communication and project management skills;
- Ability to communicate and write effectively in English or French with good working knowledge of the other language;
- Competent in the use of the Bank standard software applications such as Word, Excel, Power Point.
- Proven analytical skills: capacity to detect and correct anomalies and to solve problems; initiative to propose solutions and improvements.
- Excellent interpersonal skills. Ability to work under pressure.
- Excellent knowledge of English or French and good knowledge of the other language.

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<th>Submitted by: Harold Akingbade-Taylor, OIC, CHRM</th>
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<th>Approved by: Harold Akingbade-Taylor, OIC, CHRM</th>
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Only applicants who fully meet our requirements and are being considered for interview will be contacted. Applicants will only be considered if they submit a fully completed Personal History Form available on the Bank’s website and attach a comprehensive and up-to-date Curriculum Vitae (CV) indicating their date of birth and nationality to recruit@afdb.org. The African Development Bank is an equal opportunity employer and female candidates are strongly encouraged to apply. [http://www.afdb.org/jobs](http://www.afdb.org/jobs)