

## JOB DESCRIPTION

BAND	GRADE	SUB GRADE

**Title of Position:** Infrastructure & Security Manager

**Title of Immediate Supervisor:** ICT Executive

**Titles of Direct Subordinate(s):** Infrastructure & Security Analyst

**Location:** Harare

### SECTION A:REPORTING RELATIONSHIP

#### ORGANOGRAM

INCUMBENT'S SUPERIOR (2<sup>nd</sup> LEVEL) – Group Finance Director

INCUMBENT'S SUPERIOR (1<sup>st</sup> LEVEL) – Group ICT Executive

INCUMBENT'S JOB TITLE – ICT Infrastructure & Security Manager

INCUMBENT'S SUBORDINATES (1<sup>st</sup> LEVEL) – Infrastructure & Security Analyst

### SECTION B: OVERALL PURPOSE

As **ICT Infrastructure and Security Manager**, the incumbent will be responsible for carrying out continual environmental assessment of both technological and security trends globally for strategic adoption across all companies within the Group. The role also serves as the process owner of all assurance activities related to the availability, integrity and confidentiality of business information in compliance with information security policies and legal requirements in response to the growth and complexity of the different companies within the Group.

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## SECTION C: MAIN DUTIES & RESPONSIBILITIES

MAIN DUTIES AND RESPONSIBILITIES	PERFORMANCE STANDARD
<b>Strategy</b> <ul style="list-style-type: none"> <li>Development of ICT infrastructure, security and Digital transformation to input into the overall group ICT strategy.</li> <li>Execution of the agreed Infrastructure and security strategic plans across all business units and functional areas.</li> <li>Give input into overall business technology planning, providing a current knowledge and future vision of technology and systems</li> </ul>	Platform productivity; internal and external customer experience Savings Digital culture
<b>Business Operations</b> <ul style="list-style-type: none"> <li>Giving input into the business through Management committees</li> <li>Participate in the Change Management Committee.</li> <li>Lead the team in modern workplace transformation</li> <li>Execute digital transformation initiatives</li> </ul>	Alignment to business transformation targets
<b>Security Operations, Strategy and Governance</b> <ul style="list-style-type: none"> <li>Develop, implement and monitor enterprise information security and IT risk management program</li> <li>Work directly with the business units and leadership to facilitate information risk assessment and risk management processes</li> <li>Develop and enhance an information security management framework for the group</li> <li>Provide leadership to the enterprise's information security organization</li> <li>Participate in Coca-Cola information risk management programmes</li> </ul>	Threat quotient, security incidents, compliance and M365 secure score
<b>ICT Infrastructure</b> <ul style="list-style-type: none"> <li>Development and implementation of hardware and software standards for corporate network, servers, PaaS, SaaS, databases, wireless technology, file &amp; related services, etc.</li> <li>Responsible for maintenance and record keeping for all group ICT assets</li> <li>Responsible for design and maintenance of robust and secure corporate network to support operations</li> </ul>	Systems uptime / Systems availability
<b>Data Security and Disaster Recovery</b> <ul style="list-style-type: none"> <li>Development of data protection and retention standards in compliance with local and international legislation.</li> <li>Development and maintenance of overall backup and recovery plans (including Disaster Recovery &amp; Business Continuity)</li> <li>Develop, implement, and maintain best-practice standards, processes and procedures for effective delivery of services and compliance with regulatory guidance</li> </ul>	Data loss incidents and breaches
<b>Cloud Based Systems</b> <ul style="list-style-type: none"> <li>Responsible for overall group Microsoft 365 platform architecture</li> <li>Evaluation of cloud-based systems chosen by the business</li> </ul>	Systems productivity and Security scores
<b>HR and Cloud Based Systems</b> <ul style="list-style-type: none"> <li>Coaching and mentoring of subordinates and other colleagues across the business</li> <li>Facilitation and support of e-learning and remote workforce platforms</li> </ul>	Functional and personal development plans

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MAIN DUTIES AND RESPONSIBILITIES	PERFORMANCE STANDARD
<b>Budgeting and Planning</b> <ul style="list-style-type: none"> <li>Advise the business on acquisitions and</li> <li>Infrastructure and security OPEX and CAPEX budgeting and control</li> </ul>	
<b>Service Provider Management</b> <ul style="list-style-type: none"> <li>Assist Supply Chain in developing and maintaining good relationships with key ICT service providers</li> <li>Manage outsourced services for networks and data centres to meet and exceed SLA terms</li> </ul>	Systems Availability
<b>Management Systems and QEOSH Commitment</b> Carry out all duties with regards to effective implementation, maintenance and improvement of SHAL management systems including: <ul style="list-style-type: none"> <li>Quality Management Systems Standards (ISO 9001:2015)</li> <li>Occupational Health and Safety Systems Standards (ISO 45001:2018)</li> <li>Environmental Management Systems Standards (ISO 14001: 2015)</li> <li>Food Safety Systems Standards (FSSC 22000)</li> <li>Coca-Cola KORE Requirements</li> <li>Information Security Management System (ISO/IEC27001)</li> <li>IT Service Management (ISO20000)</li> <li>COVID-19 Regulations</li> </ul>	Maintain Certification No repeat findings
<b>Service Desk</b> <ul style="list-style-type: none"> <li>Ensure timely resolution of all assigned issues in the service desk systems</li> <li>Give end-user support, training and awareness on infrastructure, security</li> <li>Tracking own and team service desk metrics and</li> <li>Prepare departmental reports for the business</li> </ul>	Individual secure score Response & closure rate

## SECTION D: DECISION MAKING

The following are some of the key decisions made by this role:

- Decides on infrastructure innovations and security frameworks, policies, procedures, awareness and training programmes that are aligned with global trends and best practices
- Decides on all issues affecting architecture of hybrid cloud, network, and associated systems and staff for high availability and security
- Integration architectures with external facing systems dealt at the incumbent's discretion
- Decides on asset lifecycle policies and resource allocation
- Act on behalf of the ICT Executive

## SECTION E: PROBLEM SOLVING

Typical problems experienced in this position include the following: -

- Articulating group infrastructure and security requirements into technological solutions.
- Business continuity in case of cyber-attacks or data related disasters
- Ability to work with limited resources to ensure a robust and secure environment.
- Ability to provide best external customer experience while retaining business value
- Team management and effective resolution of all ICT incidents on all digital platforms
- Incident and change management impacting business reputation and service delivery
- Managing external service providers in situations of service disruption and outage

## SECTION F: PLANNING REQUIRED

The following highlights some of planning requirements for this role: -

- Group Infrastructure and Security input for business strategic planning process
- Resource and capacity planning for infrastructure, security, staff and licensing
- Budgeting and Infrastructure planning to ensure return on investment
- Monthly Group Infrastructure and Security planning and reporting leading into the quarterly board report.

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- Weekly Departmental meetings to ensure business continuity and optimal performance.
- Daily planning of activities to maintain an effective and efficient working platform for the entire group.
- Weekly and monthly reviews of key digital platforms for the business

### **SECTION G: SUPERVISORY RESPONSIBILITY**

#### **a. Supervision Given**

<b>Job Title of Direct Subordinate(s)</b>	<b>Method and Frequency of Supervision</b>
Infrastructure and Security Analyst	Formal and informal meetings and discussions
	Daily reports. Weekly innovation reviews. Monthly performance & progress reviews. Adhoc- Security and systems statuses

#### **b. Supervision Received**

<b>Job Title of Immediate Supervisor(s)</b>	<b>Method and Frequency of Supervision</b>
Group ICT Executive	Formal and informal meetings and discussions
	Reports monthly – Opex vs budget, Capex vs budget Reports on projects status. Planned activities executed efficiently and effectively. Daily reports of business systems performance, system statuses and network uptime. Weekly updates of cross functional projects and performance

### **SECTION H: WORKPLACE HAZARDS FACED BY EMPLOYEE**

- Emotional strain (occupational & emotional stress, depression, conflict & abuse (when supporting clients), long hours (impacting work-life-balance)
- Ergonomics – (postures, Repetitive Strain Injury (RSI), Computer Vision Syndrome)
- Physical Hazards (tripping, electrocution)
- Lockouts/ tagouts
- Radiation

### **SECTION I: ACADEMIC QUALIFICATIONS/TRAINING REQUIRED FOR THE POSITION**

#### **Education**

- The incumbent should possess a degree in Computer Science or Business Information Systems or equivalent.
- A Master in Business Administration or similar.
- Professional security management certification e.g. CISSP

The incumbent must have a minimum of five years' experience in ICT Infrastructure and Security management.

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## SECTION J: CRITICAL OR TECHNICAL COMPETENCIES REQUIRED

### **Technical Proficiency:**

The incumbent must be proficient in the use of the following:

- Digital strategy
- Excellent knowledge of common information security management frameworks, such as ISO/IEC 27001, and NIST
- Network Infrastructure and protocols
- Security Information and Event Management (SIEM)
- Excellent knowledge and experience in cloud computing
- Backups, recovery and business continuity

### **Specific Competencies**

- Strong analytical problem-solving skills
- Excellent knowledge and understanding of business processes and business mission
- Incident management
- Financial fluency
- Policy development and administration
- Knowledge of regulation and standards compliance
- Planning and strategic management
- Forward thinking and continually educated
- Innovation thinking with ability to lead and motivate cross-functional, interdisciplinary teams
- On call

## **CONFIRMATION OF JOB DESCRIPTION**

**Donald Zhara**

22 November 2021

Agreed by Incumbent (Name)

(Signature)

Date

**Precious Maunze**

22 November 2021

Agreed by Supervisor (Name)

(Signature)

Date