



## ***Network Specialist (1 Position(s))***

Job Location : Head Office, Hq

### **Job Purpose:**

This role plays a pivotal role in ensuring seamless unified communication experiences, empowering both bank employees and contact center agents. Responsible for design, deploy, maintain, enhance, and troubleshoot enterprise-grade voice, data, video, and collaboration platforms, delivering exceptional performance, high availability, robust security, and continuous improvement.

### **Main Responsibilities:**

- Oversee and maintain peak performance of Unified Communication hardware and equipment (including routers, switches, servers, TV screens, collaboration endpoints, etc.) for users at the NMB Head Office, contact center, and branches.
- Conduct thorough research and present well-founded recommendations on unified communication products, services, protocols, and standards to enhance the continuous improvement of user experience.
- Monitor network performance and conduct regular performance analysis to identify areas for improvement and implement appropriate enhancements.
- Evaluate and recommend network hardware, software, and services to optimize network infrastructure and support future growth.
- Provide periodic capacity & forecast planning statistics and periodic reports to aid in management decisions.
- Consult with the management and design access policy for the acceptable use of the unified communications services which apply to everyone.
- Prepare and maintain spare part lists, monitor inventory, and ensure that all the critical parts for unified communications systems are always available for fault repair and emergency requirements for respective zones/branches/HQ Networks.
- Prepare and maintain the entire bank's unified communications infrastructure documentation and update it regularly to accommodate any change for both Active & Passive devices.
- Review and support unified communications enhancement of the existing infrastructure through periodic upgrades (hardware & software)

- Planning, development, implementation, and supervision of major Unified Communications projects
- Custodian of Unified Communications hardware (data, voice, and video) and configuration items within the bank
- Service Providers contract review and SLA compliance and enforcement as well as bills validation and reconciliation for better cost-efficient management.
- Work with contact center and vendor technical teams to prospect and develop Cisco Unified Communications design, installation, and support opportunities.
- Collaborate with cross-functional teams, including IT infrastructure, applications, and security teams, to ensure seamless integration and alignment of network solutions.
- Responsible for design, staging, configuration, implementation, and support for VoIP & Contact center systems and configurations installations as necessary

#### Knowledge and Skills:

- Knowledge of bank's products and operations
- Advanced knowledge of the Network Support and troubleshooting
- In-depth knowledge of LAN/WAN technologies, protocols, and standards
- Cisco Unified Contact Center Enterprise technologies
- Strong knowledge of voice, video and data switches and routers, telecommunications protocols and standards, voice and data infrastructure tools and services, QoS design and operation.
- Knowledge of audio and video conferencing backend systems, Cisco TMS, voice gateways, Cisco MCU, Content Servers, VCS controller and VCS expressway
- Knowledge of video conferencing protocols, communications and standards, H.323, SIP, E.164, required.
- Strong planning and organizing skills.
- IT Service Management skills
- Excellent problem solving, decision making and analytical skills.
- Project Management skills
- Leadership and time management skills
- Ability to communicate clearly, pleasantly, and confidently with staff and external organizations both orally and in writing.
- Ability to work on own initiative and be a self-starter, prioritizing work with minimum supervision and work under pressure.
- Must be committed to self-development and be enthusiastic about acquiring new skills and embracing new technologies.
- Be a team player that motivates and educates other team members especially level 1 and field support.
- Ability to manage network service providers, vendors, contractors, and others.

#### Qualifications and Experience:

- Bachelor's degree in computer science/engineering, Information Technology, Telecommunications, or a related field.
- Must have valid CCNA Enterprise and CCNP Collaboration
- Other Network Professional certifications are an added advantage.
- 3 years of Cisco technical experience, including design, implementation, and support of Cisco Unified Communications solutions.
- Hands on experience in basic ACD and IVR solutions

*NMB Bank Plc is an Equal Opportunity Employer. We are committed to creating a diverse*

*environment and achieving a gender balanced workforce.  
Female candidates and people living with disabilities are strongly encouraged to apply for this position.*

NMB Bank Plc does not charge any fee in connection with the application or recruitment process. Should you receive a solicitation for the payment of a fee, please disregard it.

Only shortlisted candidates will be contacted

Job opening date : 22-Jan-2024

Job closing date : 05-Feb-2024

To Apply, [\*\*CLICK HERE\*\*](#)