

FUNCTION PROFILE

Senior Officer ICT Department - Network and System Manager

Introduction Amsterdam Trade Bank:

Amsterdam Trade Bank N.V. (since 1994) is a fully owned subsidiary of Alfa Bank. It provides standard and tailor-made products in the field of Russia and CIS related trade and structured finance, corporate banking, treasury and international money transfers. Through the extensive network of parent Alfa Bank, one of Russia's largest private banks, Amsterdam Trade Bank has a profound knowledge of the Russian and CIS business environment.

Amsterdam Trade Bank is the biggest bank with private Russian capital operating within the European Union. Amsterdam Trade Bank is supervised by the Dutch Central Bank (De Nederlandsche Bank) and carries out its activities in strict accordance with all Dutch banking regulations.

Over the years, Amsterdam Trade Bank has built up a reputation of a reliable partner for international financial institutions, Export Credit Agencies, large European producers and exporters to Eastern Europe as well as for importers and exporters in the Russian Federation and CIS countries. Subsequently the bank's financial results show a rapid increase on the back of excellent performance and the importance of its strategic purpose within the Alfa Group.

Introduction Department:

Within Amsterdam Trade Bank IT is part of the primary process. This implies that IT needs to be solid and secure. The support of the Internet Banking product ATB-Connect demands 24x7 support from IT and the necessity of a disaster recover site in which the critical bank systems are duplicated. The IT Department consist of the following divisions:

- Application Management & Development
- Operational Services:
 - Windows & Networking
 - Service Desk
- Project Management

Specific job responsibilities:

- Responsible for back up and recovery management
- Responsible for patch management
- Responsible for operational and tactical support and control of the Bank's applications
- Responsible for network support and maintenance
- Support specific projects within ATB and the IT department.
- Coaches and advices other colleagues if required

- Development and testing of specific software and applications (DTAP) Second-line management of the core Windows, VMWare and networking bank applications
- Prepare functional specifications and design based upon specific business requirements
- Reports on progress, risks and impact of changes, incidents, projects, and patch management
- Responsible for creating and maintaining documentation, procedures and minutes of regularly meetings within the group
- Coaching of (junior) ICT Officers
- Daily control and support:
 - Technical pro-active system control, support and maintenance within: Windows, VMware, Network, based on ITIL method concerning Service Delivery processes.
 - Support and coaching of the IT Service Desk/First line.
 - Patch management, maintaining and reporting on servers and workstations regarding security patches and updates.
 - 24x7 platform support within Windows, VMware and Network (IT standby service).
- Within projects:
 - Prepares technical design and define technical requirements together with (junior) ICT Officers and suppliers
 - Prepares implementation plan together with a project leader
 - Reports on the risks and progress of projects
 - Evaluates the progress of projects and reports to the Project Leader
- Provides input to strategy for the future of her/his own field of expertise
- Responsible towards his/her Manager or Department Head for specified business area.
- Responsible for completing the goals set together with his/her Manager or Department Head
- Supports the implementation of new regulations, procedures and projects
- Adapts him/herself to the values, norms and behavioural codes of ATB

Requirements:

- Ambitious professional with a high school (HBO) or university degree in relevant education;
- At least 7 years of relevant experience within the field of Microsoft and VMware platform (at least VMWare ESX 4.1)
- Knowledge of ITIL processes like Incident-, Change-, Asset- and Problem Management
- Preferably relevant knowledge of several network protocols and components like Nokia, Cisco and HP Procurve switches and network management servers
- Experience in preparing relevant documentation
- Preferably good knowledge of banking instruments, procedures
- Fluent communication skills in Dutch and English (both verbally and in writing)

Skills & competencies:

- Excellent communication skills
- Pro-active, self starting approach
- Good analytical skills
- Capable to work in a small team and to take ownership
- Able to work accurately, under high pressure within fixed and short timeframes
- Result and quality oriented

- Good organizational skills
- Team player