	Indian Financial Technology & Allied Services	
	Job Description	
I		**Role Summary**
	(a) Title:	Lead Network Operations and Management
	(b) Business/Function:	Cloud Services
	(c) Band / Designation:	Sr.Manager / AVP
	(d) Location:	Mumbai
	(e) Reports to:	SVP - Cloud Services
	(f) Team:	
	(g) Summary:	Lead Network Operations shall be responsible for ensuring the day-to-day operations and maintenance of the organization's network infrastructure in accordance with the business needs of ensuring the availability, security, and performance of the network environment. Collaborate with diverse teams to ensure the smooth functioning, security, and optimization of the network environment.
	(h) Position Code:	
II		**Additional Information**
	(a) Responsibilities:	1. Ensuring the day-to-day operations and maintenance of the organization's network infrastructure in accordance with the business needs of ensuring the availability, security, and performance of the network environment (physical and software defined). 2. Analyze network performance and utilization, capacity planning and implementing performance tuning strategies and technologies to enhance network efficiency, reliability, and scalability. 3.Ensure & maintain up-to-date documentation - SOPs, network digrams (HLD, LLD), descriptions, configurations etc. to remove dependency on people 4. Manage network configuration changes and deployments according to established change management processes, ensuring minimal disruption and adherence to best practices. 6.Ensure hardening, latest stable version and security patches of networ devices and solutions. 5. Track EOL/EOS and ensre that there no technology obsolescence. 6. Ensure resolution of network incidents and outages, coordinating with internal teams and external vendors to restore service within agreed-upon SLAs. 7.Manage escalations and run the smooth operations of security solutions. 8.Ensure relevant processes are followed for change, incident & daily operations 9.Identify & analyse pain areas in existing security operations & implement improvements 10. Manage operational issues which require design/technical inputs. 11. Ensure compliance with regulatory requirements, security policies, and security frameworks such as ISO 27001, NIST, or CIS 13. Publish the relevant dashboards and status updates. 14.Escalate deviations and violations in a timely manner. 15.Budgeting – CAPEX & OPEX 16.Remain current with latest trends and emerging networking technologies, industry best-practices and developments in networking domain; and recommend improvements
III		**Requirements**
	(a) Education:	B.E/ B.Tech, MCA (Computer/IT)/B.Sc (Computer/IT) or degree in relevant field.
	(b) Experience:	Candidate should have 15+ years of experience preferably in Banking and Technology organization
	(c) Certifications:	Candidate with relevant professional certifications like CCNA, CCNP, CCIE or CCDE or equivalent in Networking domain will be preferred.
	(d) Knowledge:	1. Sound experience managing network technologies and operations in a large and complex network environment 2. Hands-on with physical / virtual networking concepts, concepts for efficiency in operations by using software defined network solutions, cloud networking concencpts, availability and resilience concepts in networking etc. 3. Sound experience & deep knowledge of networking technologies, protocols, and security measures across Core DC Network/fabric, SD-WAN, MPLS, ISPs networking, Cloud Infra Networking, LAN/Wi-fi, VPNs etc. including TCP/IP, VLANs, Micro-segmentation and routing protocols (e.g., OSPF, BGP). 4. Sound experience & deep knowledge with network monitoring and management tools (e.g., SolarWinds, Nagios, Wireshark) and networking / security technologies (e.g. SD-DC network, Core Routers / Switches, spine & leaf architecture, NGFW, NGIPS, VPN, Load Balancers, NAC, DDoS, SIEM). 5. Solid nderstanding of network design and security principles in a cloud environment. 6. Strong understanding of enterprise network systems, application level interfaces with network, and network security domains. 7.Should have sound knowledge & understanding of IT infrastructure & networking technologies, operations and security principles. 8.Strong understanding of Regulatory security guildelines & master directions and security frameworks such as ISO 27001, NIST, or CIS. 9. Should be well versed with ITIL and ITSM practices.
	(e) Skills:	1. Exceptional analytical, conceptual thinking and problem-solving skills. 2. Excellent communication and interpersonal skills, with the ability to present complex technical information to non-technical stakeholders. 3. Detail-oriented with a focus on quality and accuracy in project/service deliverables 4. Should have strong written, verbal and presentation skills. 5. Ability to perform under pressure, influence stakeholders and work closely with them to determine acceptable solutions. 6. Strong leadership, negotiation, and conflict resolution skills.