

**Leveraging ICT for Growth, Employment and Governance Project
Bangladesh Computer Council (BCC)
Information and Communication Technology Division
Ministry of Posts, Telecommunications and Information Technology
ICT Tower, Plot # E-14/X, Agargaon, Dhaka-1207
Bangladesh**

**Terms of Reference
For
Data Center (DC) Operations Manager
(Contract Package # AF-S39 B)
(Credit # 5911-BD)**

July 2018

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1. Objective of the Assignment

The objective of the assignment is to recruit a Data Center Operations Manager for ensuring effective and efficient Management of day to day National Data Center Operations. The recruited DC Operations Managers will be accountable for management of a team of Data Center Engineers and Technicians; this includes all aspects of people and performance management.

2. Scope of Services

The Data Center (DC) Operations Manager will be responsible for the following:

- Ensure smooth operation of National Data Center (NDC) consisting of 200+ servers, Networking, and Storage
- Security, availability, and growth planning
- Organize the NDC team to deliver on technical IT infrastructure capabilities and be accountable for service delivered and design approaches to achieve required service levels
- Manage and improve the work-flows and through-put for Data Centers Operations
- Schedule work force - both permanent and outsourced
- Vendor management and monitoring
- Ensure that the Data Center is compliant with all relevant standards, policies and procedures, especially ISO 20000 and ISO 27001
- Architect, implement, and maintain network and server hardware, software, and configurations.
- Deliver stable and responsive application, server, data storage, and backup services and software for Data Center environments.
- Take a lead role in ensuring the security and compliance requirements of networks and protected data.
- Lead Disaster Recovery initiative from an infrastructure perspective including documenting recovery procedures of all critical components.
- Collaborate with organization leaders to design solutions that meet evolving objectives.
- Evaluate new technology.
- Contribute significantly to capacity, scalability, and budget planning.
- Perform maintenance and upgrades during off-hours and provide 24 X 7 on-call support
- Develop and implement process improvement to maximize service delivery and minimize costs
- Monitor service delivery performance against targets and customer service indicators.
- Ensure documentation standards are maintained.
- Act as an escalation point for external/internal clients. Escalate situations that may impact achievement of service commitments and KPIs/Targets in accordance with agreed procedures.

- Contribute to new bids pertaining to specific technical domain by engaging and liaising with Service Delivery Management and Implementation teams as required ensuring that new requirements are scoped, resourced and implemented.

3. Education and Experience

- Minimum Bachelor's degree in Computer Engineering/Computer Science (or similar)
- Recent experience of managing data center operations
- Recent experience of architecting and deploying a highly segmented network with a focus on security.
- Minimum 7 (seven) years of experience in direct support of IT Technical Infrastructure components
- Strong experience of managing a diverse environment that includes, Microsoft Server Operating Systems, Linux Operating Systems, Routing-Firewall and IP Network Technologies, Storage Area Networks (SAN), multi-site data networks, Unified Communications, MS SQL Server, Oracle Database, MySQL Database and Virtualization
- Familiar with ISO 27001 or experience with other security and compliance related regulations
- Proven track record of managing complex technical projects.
- Relevant Vendor Certifications from Microsoft, Cisco, IBM, VMware, Amazon, EPI, Uptime Institute, etc. preferred
- Previous experience with 24 X 7 support
- Data Center design and installation.
- Data Storage architecture including FC Switching and Zoning
- Broad understanding of IP protocols, at all layers of the stack
- Extensive experience with firewall, routing, and switching technologies
- Deep understanding of Windows Active Directory and LDAP
- Familiarity with Shell Programming, Cold Fusion, SQL.
- Experience with Mail and Web Security Gateway products.
- Remote access Design- RDP, VNC, VPN
- Security monitoring and awareness techniques including IPS and SIEM
- Ability to manage multiple projects concurrently in a fast-paced environment.
- Develops processes and performs activities to ensure consistent, high quality service/support levels and identifies potential problems/trends
- Supports infrastructure consistency with adherence to Best-Practice technology strategies.
- Performs advanced troubleshooting independently as well as demonstrates ability to lead with a focus on teamwork and persistence
- Demonstrates high analytical skills through troubleshooting and maintenance of complex technical environments

- Interacts well with other managers, engineering managers, and project managers
- Ability to translate technical discussions into business terms
- Creates and sustains high level relationships with vendors, providers, and contractors.
- Collaborates with other roles providing or using respective technical solutions.
- Aptitude for managing projects to completion
- Proven ability to learn new technologies quickly to a high level of proficiency
- Quick reaction time
- Detail Oriented
- Adaptability and desire to contribute to organizational growth.

4. Reporting Arrangements

The Data Center (DC) Operations Manager will assist and report to the Project Director, under the general supervision and guidance of the e-Government Team Leader and Technical Specialist(s).

5. Duration of the Assignment:

The duration of the assignment will be about 10 (ten) months and may extend subject to satisfactory performance of the Consultants & Project Extension.

6. Facilities to be provided by the Client:

Project will provide appropriate office space and other associated (data, information, furniture, stationeries, etc.) necessary to carry out the assignment.

7. Reporting requirements/deliverable:

The DC Operations Manager will need the following reporting requirements/deliverables, but not limited to:

- Monthly work plan and progress reports;
- Yearly Report;
- Any other Report, as required.