CITIZENCREDIT CO-OPERATIVE BANK LTD
(A Scheduled Multi-State Bank)

CITIZENCREDIT Centre, CTS No. 236, Marve Road, Orlem, Malad West, Mumbai 400064

IT Infrastructure Lead

Looking for candidates:

- With proven experience as a IT Infrastructure or Network Engineering similar role of minimum 14 to 17 years and Minimum 5 years in leadership/managerial role in the BFSI sector.
- With experience and strategic Head – Network & Infrastructure to lead the Bank's enterprise infrastructure ecosystem.
- To manage network architecture, data center operations, cybersecurity infrastructure, DR/BCP readiness, vendor governance, and ensure regulatory compliance aligned with RBI guidelines.
- Will ensure high availability, security, scalability, and operational resilience of the Bank's IT infrastructure supporting CBS, Digital Banking, Payment Systems, and branch operations.

Qualification:

Essential: Bachelor's Degree in Computer Science/ IT / Electronics
Desirable: CCNP/CCIE, CISSP/ CISM, ITIL, ISO 27001 (Knowledge), VMware/ Cloud certifications

Key Responsibilities:

- Infrastructure Strategy & Governance
  - Define and execute enterprise-wide network & infrastructure roadmap.
  - Ensure high availability and performance of CBS, Digital Channels, and payment systems.
  - Lead infrastructure modernization including LAN, WAN, SD-WAN, and wireless networks.
- Network Architecture & Security
  - Oversee enterprise routing, switching, firewall, VPN, and wireless infrastructure.
  - Ensure secure network segmentation (CBS, ATM, User, Guest networks).
  - Review and strengthen firewall policies, IPS/IDS, NAC implementation.
  - Ensure patch management and vulnerability remediation processes.
- Data Center & DR Management
  - Manage DC & DR architecture including replication, failover, and quarterly DR drills.
  - Ensure defined RTO/RPO adherence.
  - Oversee backup, storage, virtualization, and cloud infrastructure.
- Regulatory & Compliance Alignment
  - Ensure compliance with RBI Cyber Security Framework and BCP/DR guidelines.
  - Support IT audits, RBI inspections, and compliance reviews.
  - Maintain documentation and evidence for audit readiness.
- Operations & Incident Management
  - Lead L2/L3 network and infrastructure support.
  - Ensure structured Root Cause Analysis (RCA) for major incidents.
  - Monitor uptime, capacity planning, and performance metrics.
- Vendor & Team Leadership
  - Manage DC/DR, cloud, and security vendors.
  - Track SLAs and enforce accountability.
  - Lead and mentor infrastructure and network teams.
  - Build internal capability and reduce external dependency.

Key Technical Skills Required :

- ➢ Advanced Routing & Switching (BGP, OSPF, VLAN, STP)
- ➢ Firewall & Security Appliances
- ➢ MPLS / SD-WAN

- ➢ Enterprise Wireless Architecture
- ➢ Virtualization (VMware / Hyper-V)
- ➢ Backup & Storage Solutions
- ➢ Load Balancers & High Availability
- ➢ Network Monitoring Tools
- ➢ ITSM & Change Management

General Competencies:
- ➢ Strong crisis management & decision-making ability
- ➢ Regulatory awareness (RBI framework preferred)
- ➢ Vendor negotiation & SLA management
- ➢ Strong documentation & governance mindset
- ➢ Ability to lead multi-location teams
- ➢ Network & infrastructure uptime
- ➢ DR drill success rate
- ➢ Incident resolution time (MTTR)
- ➢ SLA compliance
- ➢ Audit observation closure
- ➢ Infrastructure cost optimization

Designation and Compensation:

Designation and Compensation will be commensurate with qualifications & relevant experience.

Any of the above criteria may be relaxed in the case of deserving candidates, at the sole discretion of the Bank's Management.