



Nagad Limited

Head of Technology System & Operations

Application Deadline : 17 Jun 2026

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Vacancy: 1	Location: Dhaka	Experience: At least 12 years
Published: 08 Jun 2026		

Applicants are encouraged to submit **Video CV**.

PRO Application Insights View ↘

Requirements

Education

- Bachelor of Science (BSc)
- Concentration in CSE, EEE, IT, or related Engineering fields. Industry certifications preferred:
- RHCE/RHCSA, Oracle OCP
- Kubernetes (CKA/CKAD)
- Security (CEH, CompTIA Security+, ISO 27001 LI)
- Project/Service Management (ITIL, SRE Foundation)
- Hand-on expertise on managing large-scale financial system

Experience

- At least 12 years
- The applicants should have experience in the following business area(s): Banks, Financial Technology (Fintech) Startup, Telecommunication

Additional Requirements

Skills Requirement:

- Deep expertise in large-scale distributed systems, low-latency architectures, and mission-critical platforms.
- Proficiency with Oracle/SQL, Linux, shell scripting, Postman, and container orchestration (K8s, Docker).
- Good to advance knowledge on networking (L3-L6), WAF, PAM, IDS/IPS, routing, load balancing, and system hardening.
- Advanced knowledge of Grafana, Kibana, ELK, Prometheus, and performance benchmarking tools (JMeter, Locust).
- Strong cybersecurity acumen: encryption, certificate lifecycle, secure coding, API protection, vulnerability management.
- High competence in incident handling, RCA, chaos engineering, capacity planning, and reliability automation.
- Exceptional stakeholder management skills with ability to work with multiple vendors across SLA, roadmap, and crisis management.
- Excellent leadership, communication, negotiation, and decision-making skills.
- Ability to build operational models with vendor-internal team synergy at the center.
- Expertise in preparing and reviewing DR/BCP, SOPs, SLAs, OLAs, risk registers, and audit documentation.

Experience Required:

- Minimum 12+ years in technology operations, SRE, infrastructure, or platform engineering.
- At least 5 years in a senior leadership role directly overseeing operations in BFSI, MFS, Telecom, or any high-availability digital platform.
- Proven experience managing distributed systems with 1M+ daily users and high API transaction volume.
- Demonstrated success in vendor and partner operational management, including SLA enforcement and major incident escalations.
- Experience leading monitoring, SOC/NOC, DB Ops, and infrastructure teams in a 24x7 environment.

Other Requirement:

- Must be available for 24x7 leadership escalation, especially during high-severity incidents.
- Strong operational discipline aligned with regulatory frameworks.
- High integrity, confidentiality, and crisis-handling mindset.
- Ability to drive vendor-Nagad joint improvement programs.
- Ability to make data-driven decisions using operational analytics.
- Strong collaboration skills to work with internal departments, partners, and regulators. · Commitment to a zero downtime, always-on operations culture.

Responsibilities & Context

Technology Operations Leadership

- Unify Technology System & Business Operations, SRE, SOC, Infra, Cloud, DB, Network, Security Ops, and Monitoring teams with clear command-and-control structure.
- Build operational discipline around change management, release governance, hotfix/rollback strategy, and production stability.
- Establish and enforce operational SOPs and accountability frameworks for both internal staff and external partners.

Service Uptime & Reliability

- Ensure maximum uptime through proactive risk identification, system health insights, and coordinated vendor engagement.
- Implement SRE practices: SLIs, SLOs, capacity planning, error budgets, and reliability automation.
- Drive proactive anomaly detection, log intelligence, and automated remediation across all internal and vendor-managed systems.

Infrastructure & Platform Operations

- Coordinate infrastructure scaling across bare-metal, VM, cloud, and Kubernetes platforms with strong collaboration with partner and vendors.
- Consult for network (L3-L6), WAF rules, PAM, firewalling, DDoS protection, and load balancing to minimize partner-induced latency and security
- Ensure observability and service health insights through advanced dashboards (Grafana, Kibana, ELK, Prometheus) and align with vendor telemetry systems.

Database & Application Operations

- Consult Oracle/SQL teams for design and to ensure optimal performance, HA/DR replication, backup discipline, and failover readiness.
- Implement control over vendors and partners to ensure quick operational support, strict adherence to SLA for effective collaboration
- Own core DFS system operational and performance KPI. Define cross functional KPI and performance record-keeping for KPI calculation.

IT security, Governance & Compliance

- Enforce application/server/network hardening across internal and vendor environments.
- Ensure all partners are compliant with Bangladesh Bank MFS guidelines and industry standard security framework.
- Lead joint cybersecurity drills, vulnerability management, and incident response activities with vendors.

Monitoring, Incident Management & Command Center

- Operate and own the 24x7 Command Center with integrated vendor escalation protocols ensuring immediate response.
- Lead structured incident response with vendor war rooms, RCA exercises, and closure of action items.
- Guide DR/BCP strategy and coordinate with partners for simulation testing, site failover drills, and crisis readiness.

Partner & Vendor Management

- Own all technology-related vendor relationships including core DFS provider, network providers, cloud partners, database vendors, IT security vendors, and monitoring service providers from operation perspective.
- Define, negotiate, and enforce strict SLAs, OLAs, KPIs ensuring measurable commitment to uptime, latency, and resolution timelines.
- Conduct regular vendor performance reviews, quarterly business reviews (QBR), and compliance audits.
- Establish escalation matrix and ensure 24x7 responsiveness from all partners.
- Support capacity planning and future roadmap discussions with partners to support rapid growth.

Strategic Planning & Continuous Improvement

- Define long-term modernization plans for automation, cloud maturity, observability, API security, and autonomous operations.
- Build operational excellence programs including DevOps/SRE automation, partner-aligned improvement plans, and failure-mode analysis.
- Provide MIS/Reports to CIO and management with insights on uptime, operational efficiency, RCA report, vendor performance, and operational risks.

Skills & Expertise

- Automation
- CyberSecurity
- Database
- Grafana
- Hardware & Networking
- Leadership
- Oracle
- Policy Establishment
- Shell Scripting
- System Architecture

Other Relevant Skills

- Oracle
- SQL
- Linux
- Shell Scripting
- Grafana
- Jmeter

Compensation & Other Benefits

- Provident fund,Medical allowance,Mobile bill,Weekly 2 holidays,Insurance
- Festival Bonus: 2
- Salary Review: Yearly

Workplace

Work at office

Employment Status

Full Time

Job Location

Dhaka

Job Highlights

Lead Nagad's technology operations, SRE, infrastructure, IT security, monitoring, and business continuity to ensure high service availability, operational resilience, SLA compliance, and uninterrupted digital financial services.

Company Information

Nagad Limited

Address:

Delta Dahlia Tower, 36 Kemal Ataturk Ave, Dhaka 1213

Website:

https://nagad.com.bd/

Business:

Nagad is a pioneering Digital Financial Service (DFS) provider in Bangladesh, operating under the Bangladesh Post Office, which functions under the Ministry of Post and Telecommunication. Established to revolutionize financial inclusion, Nagad has rapidly expanded its footprint by offering innovative and accessible digital financial solutions to millions across the country. Nagad is setting a new benchmark for the nation's financial ecosystem now and further driving the digital transformation of financial services in Bangladesh.

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Nagad Limited

Head of Technology Governance

Application Deadline : 10 Jun 2026

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Vacancy: 1	Location: Dhaka	Salary: Negotiable
Experience: At least 10 years	Published: 01 Jun 2026	

Application Insights View

Requirements

Education

- Bachelor of Science (BSc)
- Concentration in Computer Science, Information Technology, Engineering, or a related field.
- Master's degree (MBA or relevant discipline) is preferred.
- Professional certifications such as PMP, PRINCE2, Agile (Scrum Master/Product Owner), or equivalent are highly desirable.
- Certification or exposure to IT governance frameworks.(e.g.,ITIL,COBIT) is an added advantage.

Experience

- At least 10 years
- The applicants should have experience in the following business area(s): Banks, Financial Technology (Fintech) Startup, Telecommunication

Additional Requirements

SKILLS REQUIREMENT:

- Strong leadership in managing large-scale, cross-functional, and multi-vendor technology projects.
- Deep understanding of PMO governance frameworks, project lifecycle management, and delivery methodologies (Waterfall, Agile, Hybrid).
- Strong proficiency in Project Management Tools, Jira and MS Projects is required.
- Solid financial acumen with experience in budgeting, cost control, and financial forecasting for technology initiatives.
- Expertise in vendor management, contract governance, and performance evaluation.
- Strong analytical and problem-solving skills with the ability to manage complex risks and dependencies.
- Excellent stakeholder management and communication skills, with the ability to influence senior leadership.
- Experience in building dashboards, reporting frameworks, and driving data-driven decision-making.
- Knowledge of IT governance, compliance, audit processes, and risk management.
- High level of ownership, accountability, and decision-making capability under pressure.

EXPERIENCE REQUIRED:

- 10+ years of experience in technology project management, with at least 3-5 years in a senior or leadership role.
- Proven track record of delivering complex, large-scale technology or digital transformation projects.
- Hands-on experience in managing external vendors, system integrators, and multi-stakeholder environments.
- Experience in establishing or running PMO and governance functions within an organization.
- Prior experience in fintech, banking, or digital financial services is highly preferred.

ADDITIONAL REQUIREMENT:

- Strong business acumen with the ability to align technology initiatives with organizational strategy.
- Ability to operate in a fast-paced, high-growth environment with evolving priorities.
- Excellent written and verbal communication skills.
- High integrity and commitment to governance, compliance, and ethical practices.
- Proactive mindset with a focus on continuous improvement and operational excellence.
- Willingness to take ownership beyond defined responsibilities and drive organizational impact.

Responsibilities & Context

Technology Budget Planning & Financial Governance

- Establish and drive a structured annual technology budgeting process covering projects, licenses, infrastructure, vendor costs, and change requests.
- Implement robust budget tracking and control mechanisms to ensure financial discipline across all technology initiatives.
- Monitor project financials on a monthly basis and provide consolidated expense provisioning forecasts to Finance for ongoing and planned initiatives.
- Identify cost optimization opportunities and ensure efficient utilization of technology spend.

Governance & Delivery Standardization

- Develop and implement IT governance frameworks such as COBIT or ITIL
- Ensure IT processes align with organizational objectives
- Design, implement, and enforce a standardized governance framework across all technology projects.
- Institutionalize stage-gate controls, steering committee structures, RAID (Risk, Assumption, Issue, Dependency) management, and uniform reporting templates.
- Monitor adoption of project management methodologies, tools, and best practices across teams and vendors.

Vendor Governance & Performance Management

- Develop and implement vendor performance scorecards based on SLA adherence, delivery timelines, defect quality, and responsiveness.
- Continuously monitor vendor performance, drive accountability, and recommend corrective or improvement actions.
- Support vendor evaluation, onboarding, and contract governance processes.

Risk Management

- Identify and assess technology-related risks
- Implement controls to reduce cybersecurity and operational risks
- Monitor and report on risk exposure

Portfolio Visibility & Executive Reporting

- Develop and maintain a consolidated executive dashboard providing real-time visibility into project status, risks, budget utilization, and resource allocation.
- Enable data-driven decision-making for leadership through accurate, timely, and actionable reporting.

Compliance & Regulatory Oversight

- Ensure compliance with standards like ISO/IEC 27001 or GDPR
- Conduct audits and coordinate with internal/external auditors
- Maintain documentation for regulatory requirements

Policy Development

- Create and maintain IT policies, standards, and procedures
- Ensure employees follow governance and security policies
- Update policies based on emerging technologies and threats

External Projects Governance

- Establish and enforce governance frameworks, standards, and stage-gate controls for all external technology initiatives, ensuring alignment with organizational strategy and compliance requirements
- Define and oversee project governance structures, including scope validation, approval workflows, stakeholder alignment, and decision-making forums.
- Ensure all external projects adhere to defined policies, architectural standards, and integration governance across existing systems and processes.
- Drive governance oversight through regular reviews, risk and issue management, audit readiness, and performance tracking to ensure timely, compliant, and high-quality delivery.

Approval & Governance Framework Enhancement

- Review, rationalize, and strengthen approval authority structures across procurement, financial, and system access processes.
- Ensure proper segregation of duties, governance compliance, and efficiency in approval workflows for Procurement Forms, Service Completion Certificates, GRNs, and system access requests.

Cross-functional Coordination & Compliance

- Work closely with Finance, Procurement, Technology, Security, and Operations teams to ensure alignment and compliance across all governance and project activities.
- Ensure audit readiness and adherence to internal policies, regulatory requirements, and industry standards.

Performance Monitoring

- Define KPIs and metrics for IT performance
- Track service quality, system uptime, and efficiency
- Report insights to senior management

Stakeholder Management

- Collaborate with IT, security, legal, and business teams
- Communicate governance strategies and updates
- Support decision-making at executive level

Strategic Alignment

- Ensure technology investments support business strategy
- Evaluate new technologies and governance implications
- Support digital transformation initiatives

Skills & Expertise

Information technology IT Governance Framework IT Governance ITIL Knit Garments PMP Prince2 Project Management Scrum Master

Other Relevant Skills

Budgeting Monitoring Planning Safeguarding Stakeholder Management Vendor Management

Compensation & Other Benefits

- Provident fund,Medical allowance,Mobile bill,Weekly 2 holidays
- Salary Review: Yearly
- Festival Bonus: 2

Workplace

Work at office

Employment Status

Full Time

Job Location

Dhaka

Job Highlights

Leading the Technology Division's project portfolio by enforcing strong governance practices, ensuring successful delivery of complex cross-functional projects, managing risks and vendors, aligning execution with strategic and compliance requirements

Company Information

Nagad Limited Follow

Address: Delta Dahlia Tower, 36 Kemal Ataturk Ave, Dhaka 1213

Website: <https://nagad.com.bd/>

Business: Nagad is a pioneering Digital Financial Service (DFS) provider in Bangladesh, operating under the Bangladesh Post Office, which functions under the Ministry of Post and Telecommunication. Established to revolutionize financial inclusion, Nagad has rapidly expanded its footprint by offering innovative and accessible digital financial solutions to millions across the country. Nagad is setting a new benchmark for the nation's financial ecosystem now and further driving the digital transformation of financial services in Bangladesh.