REAL PEOPLE™

ROLE PROFILE

Role Title: SYSTEMS ADMINISTRATOR		
Name:	Reports To: CHIEF INFORMATION OFFICER	Grade:
Location: HEAD OFFICE		
Main Purpose of Role: Charged with installing, supporting and maintaining servers or other computer systems, and planning for and responding to service outages and other problems. Install, configure, and support the organization's local area network (LAN), wide area network (WAN), and Internet systems or a segment of a network system. Monitor network to ensure network availability to all system users and perform necessary maintenance to support network availability.		

Key Responsibilities:
• Analyzing system logs and identifying potential issues with computer systems.
• Introducing and integrating new technologies into existing computer environment.
• Performing routine audits of systems and software.
• Applying operating system updates, patches, and configuration changes.
• Installing and configuring new hardware and software.
• Adding, removing, or updating user account information, resetting passwords, etc.
• Answering technical queries and dealing with often frustrated users.
• Responsibility for documenting the configuration of the system.
• Troubleshooting any reported problems.
• System performance tuning.

- Ensuring that the network infrastructure is up and running.

- Diagnose hardware and software problems, and replace defective components.

- Perform data backups and disaster recovery operations.

- Maintain and administer computer networks and related computing environments, including computer hardware, systems software, applications software, and all configurations.

- Plan, coordinate, and implement network security measures in order to protect data, software, and hardware.

- Operate master consoles in order to monitor the performance of computer systems and networks, and to coordinate computer network access and use.

- Perform routine network startup and shutdown procedures, and maintain control records.

Key Result Areas:

Key Result Areas:	Performance Indicators
Network / data administration and technical assistant	
• Responsible for computer backups for the server and information network terminal • Liaise with ISP/suppliers in monitoring of Internet connection package/performance • Monitoring/maintenance of the network	• Timeliness and accuracy • Effective and efficient • Adhered policy and procedures
Procurement of Hardware and Software	
• Responsible for requisition, order and evaluation of computer network, hardware and peripherals • Manage the register and inventory of computer equipment	• Timeliness and accuracy • Number of complaints • Effective and efficient
Posting of Articles on the Website	

• Assist with posting of articles, uploading of information on the website	• Timeliness and accuracy
• Assist with technical maintenance of the website and report generation	• Effectiveness and accuracy
• Colleague and team support	• Timeliness and accuracy
	• Supportiveness and attitude

Service delivery

• Responsible for undertaking duties relating to the day-to-day operation and maintenance of the specialized server based and computer systems.	• Work is conducted effectively and efficiently,
• Responsible for the day to day administration of the corporate database system, implementing and maintaining server-based applications including Credit Ease.	• Complies with internal policy.
• Provide specialist technical advice and troubleshooting regarding server-based and computer systems.	• All duties are provided in a timely and professional manner and are completed to appropriate standards.
• Prepare and maintain appropriate documentation ensuring this is updated regularly.	• Advice, developments and implementations are based on sound research and analysis, and are provided in a timely and professional manner.
• Maintain specialist knowledge in computer network systems and related technology.	• All work conducted is well documented and complies with change management requirements.
• Responsible for security of network and systems.	
• Resolve issues raised in the Helpdesk	
• Undertake other duties as requested by the IT Team Leader.	

Relationship management

• Develop and maintain close working relationships with internal and external contractors, particularly network services providers, contractors, suppliers, consultants, agencies and technicians.	• Effective, professional relationships are developed and maintained with internal and external contacts.
	• Professional image is conveyed in public forums.

Person Specification:	Essential	Desirable
Education/Qualifications:		
• A bachelor's degree in fields of computer or information science /computer engineering	X	
Experience		
• Demonstrate experience with at least two (2) years of work experience in a computer networking role.	X	
• Good planning, organizational & management skill with demonstrated ability to execute responsibilities	X	
• Ability to establish and maintain effective relationships with staff	X	
• Extensive experience with server and desktop operating systems.	X	
• Experience with databases maintenance and software, patches upgrades and configuration.	X	
• Extensive technical knowledge of computer networks and server based systems including SQL server, network protocols, messaging services and web services.	X	
• A high level of computing ability.	X	
• Advanced knowledge of network security.	X	
• Project and time management.	X	
• Additional appropriate industry qualifications		X
Skills		
• Critical Thinking - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.	X	
• Systems Analysis - Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.	X	
• Systems Evaluation - Identifying measures or indicators of system performance and the actions needed to improve or correct	X	

performance, relative to the goals of the system.	X
• Complex Problem Solving - Identifying complex problems.	X
• Analytical skills- Need analytical skills to evaluate network and system performance and determine how changes in the environment will affect it.	
• Communication skills- Works with many other types of workers and have to be able to describe problems and their solutions to them.	X
• Computer skills- Oversee the connections of many different types of computer equipment and must ensure that they all work together properly.	X
• Multi-tasking skills-May have to work on many problems and tasks at the same time.	X
• Problem-solving skills -Must be able to quickly resolve problems with computer networks when they occur.	X

Key Relationships: Individuals or groups with whom the post holder has significant working relationships – both internally and externally, including briefly their nature and purpose.

- Internal
  - o Staff at all levels of the organization
- External
  - o Contractor and consultants
  - o Computer suppliers
  - o Electrical contractors and suppliers
  - o Commercial software providers
  - o Internet Service providers

Job Boundaries and Decision Making: Legal / Financial / Element of risk-taking

- The jobholder:
  - o Cannot authorize any costs
  - o Cannot sign standard letters on the Company letterhead

Dimensions: Budgets controlled by the post holder, number of employees for whom they are directly accountable and/or other key statistics related to the job

- The jobholder:
    - Does not manage any budgets
    - Not directly accountable for any employee

Core competencies:

- Core Values/Behavioural Attributes

Values	Behavioural Attributes
Self-improvement	- We each take responsibility for our own development - We empower each other to set and realise ambitious goals - We recognize, appreciate and reward people for taking ownership - We use every opportunity to coach, mentor and learn from each other
Customer Centered	- We take care to deeply understand our customers' needs - We are aware of what is happening in the market and respond appropriately - All our plans, decisions and processes are focused on achieving successful customer outcomes - We treat our customers with dignity and respect
Respect	- We seek first to understand before being understood - We listen, engage constructively and are open to different perspectives - We treat each other with dignity and have zero tolerance for abuse, irrespective of status - We show respect for one another through being prepared, organized and punctual
Innovation	- Our innovation and change is focused on what best serves our customers' needs - We continuously seek better or new ways, continuously asking "why" - We are responsive and adaptive to changes around us - Innovative decision making is backed by thorough research and analysis
Partnership	- We work towards sustainable, mutually beneficial relationships with our internal and external stakeholders - We collaborate, seeking to understand each other - We strive for participation and transparent interactions
Teamwork	- We choose to work collectively, trusting and holding each other accountable - We recognize and build on each other's strengths and complement for our weaknesses, valuing diversity - Our teams are built on trust, honesty and the willingness to engage in candid discussions

	• We remember to have fun, together

- Job Specific personal attributes.
  - A professional and mature approach.
  - Effective coordinating skills.
  - Creative thinking and problem solving skills.
  - Ability to communicate effectively.
  - Ability to work well under pressure.
  - Sound judgment and initiative.
  - Ability to work well in a team or independently.
  - Highly motivated, loyal, well organized and hardworking, honesty and integrity and be able to work as a team

Signed as read, understood and agreed:

Signature:_____

Full name:____ _____

Supervisor's Name & Job Title:_____ _____

Supervisor's Signature:_____

Date:_____ _____