



Job Description

NAME

JOB TITLE **Systems Administrator**

LEVEL/BAND **MM20**

DEPARTMENT **Technology**

DIRECT REPORT (JOB TITLE) **Manager (IT Systems & Infrastructure)**

Overall Purpose of the Position

The Systems Administrator shall be entrusted with the administration and support of the Bank's enterprise infrastructure. The incumbent shall be contributing in maintaining the stability, integrity, security and efficient operation of the highly complex systems environment, which supports the Bank's core business applications, critical system interfacing solutions and client facing platforms. Such activities must be closely co-ordinated with business and IT units in line with the established security policies and industry best practices. The Systems Administrator shall monitor and analyse performance stats, event logs and operational parameters of servers, storage, systems, applications and other infrastructure components to ensure a reliable and high quality level of service.

Operational Responsibilities

- To maintain, support and troubleshoot the server infrastructure, consisting of a mix of physical and virtual environments, and the related Data Centre operations.
- To administer and support the Bank's IT systems landscape which includes but limited to Active Directory and ancillary services, storage subsystems, email servers, backend servers such as application and RDBMS servers, Web servers and their underlining operating systems.
- To take the lead as the primary role on assigned technology stacks while taking secondary role on others;
- Provide support services within the established service management procedures and SLA. Depending on the assigned incident, the Systems Administrator may need to provide users support and/or troubleshoot the equipment delivering the function. Support typically takes the form of investigation and resolve issues, problem resolution, and provide information about the systems;

- To monitor and analyse systems events in order to identify and correct potential problems while ensuring an optimal systems performance;
- To perform and monitor backup and restore operations;
- To test and deploy patches to the servers, IT systems, and storage environments in accordance with the patch management procedure;
- To take ownership of the assigned projects' tasks and complete these to the expected quality and in a timely fashion;
- To install, administer and support the ATMs, BDMs, TSR and other similar solutions which the bank may introduce from time to time;
- To conduct research and take active role in the preparation of technical specification;
- To liaise with suppliers, including service providers, and ensure that they fulfil their obligations to the expected quality and within the established timeframe;
- To maintain the Configuration Management Database, blueprint and technical documentation of the systems landscape in a comprehensive, accurate and timely fashion;
- To assist in the development of investigative reports related to security incidents, performance and service quality;
- To provide administrative support and housekeeping activities;
- To liaise with other teams within the Bank in order to co-ordinate systems operational activities;

General Responsibilities

- To submit any reports and/or supervise any projects and activities as may be directed by the Manager (IT Systems and Infrastructure) from time to time;
- To ensure compliance with Bank's policies, guidelines and underlying procedures at all times;
- To assist his/her superior in the preparation of the unit's business plan and underlying budgets. This includes the preparation of action plans and reports as may be instructed by the superior from time to time;
- To take an active role on committees and working groups and contribute accordingly;
- To participate in meetings when required and as directed by the Manager (IT Systems and Infrastructure) and take minutes accordingly;
- To ensure a high quality standard of work and service throughout;
- Willing to work on-call;
- To attend training as requested by the Bank;
- To perform any other duties that may be assigned to him/her from time to time.

Qualifications, Skills & Competencies

	SKILL	EXPERIENCE	QUALIFICATION
MANDATORY	<p>Advanced Technical background in server technologies such windows and Linux operating systems, Active Directory and Ancillary services, server virtualisation such as Hyper-V and VMWare clustering, cloud computing such as Office 365, Exchange, SCCM, WSUS SCOM and other technologies.</p> <p>Excellent troubleshooting skills</p> <p>Be a team player, reliable, and can work on his/her own initiative.</p> <p>Have good verbal and written communication skills.</p>	One year experience supporting an IT environment	Degree/Diploma Level in IT or Computer Networks or in a related field
DESIRABLE			Ideally possess ITIL v3 skills.