



POSITION DESCRIPTION

DIVISION: INFORMATION TECHNOLOGY
JOB TITLE: SYSTEMS ADMINISTRATOR
TITLE OF SUPERVISOR: MANAGER, IT INFRASTRUCTURE

ABOUT THE ROLE

Reporting to the Manager, IT Infrastructure; the Systems Administrator will be responsible for creating direction, planning, implementing, and managing servers, storage and systems to facilitate and support the Bank's vision and strategic plan. Provide guidance and mentorship for the IT support team, while providing a high level of support and best practice knowledge to users in accordance with the strategic direction. The Server Administrator is responsible for ensuring high levels of uptime and availability, and in addition, evaluates and advises on all technology components, such as software and hardware capabilities for server, systems and applications.

KEY RESPONSIBILITIES

- Lead the integration of various complex enterprise level servers and systems
- Manage and administer servers and systems to ensure system integrity
- Plan, design, and implement identified special technology projects
- Oversee the evaluation of system performance and recommend improvements
- Coordinate the troubleshooting and the support calls with external providers
- Manage the preparation of technical and functional documentations for required systems
- Coordinate the completion of Standard Operating Procedures for relevant servers and systems
- Perform root cause analysis of complex server system problems and provide corrective action
- Proactively monitor backups and server logs
- Work through alerts raised by alert software for proactive fixing
- Proactively monitor client updates using SCCM or WSUS
- Work with a change control policy on any changes
- Compile weekly and monthly reports
- Execute duties in accordance with ITIL framework guidelines

- Assemble and load servers with Nutanix , VMware, and understanding how networking and storage works with Nutanix and VMware.
- Liaise with external providers where and when necessary
- Create and manage accounts on Active Directory, Azure AD and Office 365 , exchange online
- Participate in regular staff meetings, staff training programs, supervisory sessions, and accept the
- responsibility for aiding the development of positive team relationships as requested.
- Work with the IT Manager to identify single points of failure and to work out Disaster Recovery plans
- Make recommendations to the IT Manager on budget items
- Make recommendations to the IT Manager for improving systems and processes
- Stay abreast of latest technology and work with IT Manager on potential upgrades
- Perform and support other tasks as identified by the IT Infrastructure and Head of IT
- As a direct report to the IT Infrastructure Manager is also a contributor to the planning and implementation of improving efficiency and effectiveness of IT infrastructure and supporting the overall IT Strategy of the Bank.
- This role description will be reviewed regularly in order for it to continue to reflect the changing needs of the organization. Any changes will be discussed with the position holder before being made. Annual objectives and performance measures will be set each year during the annual performance planning and development meeting.

KEY QUALIFICATIONS & REQUIREMENTS

- Tertiary Qualification in Information Technology, Computer Science or similar
- 5 or more years' experience as Server/Systems administrator in a banking or finance industry
- Strong technology analytical and design skills
- In depth understanding of Enterprise technology systems for backup & recovery including Veeam
- Excellent experience using different Hypervisors, eg, Hyper-V and VMware
- Virtual clustering and troubleshooting experience with Hyper-V and VMware
- In depth understanding and experience with Hyper Converged Infrastructure (HCI) e.g Nutanix, SimpliVity
- Understanding of containers, Kubernetes for Microservices is also desirable
- Extensive understanding of Windows Servers, Linux and AIX Unix servers administration
- Excellent business continuity and disaster recovery methodologies and practice
- Significant, successful experience in:
 - Project managing the implementation of enterprise technology server and systems
 - Installing, configuring and maintaining of IBM POWER, Lenovo and HP ProLiant servers and SAN, NAS
 - PowerShell scripts and commands to automate certain tasks and to change settings in bulk
 - Managing Microsoft Active Directory in the enterprise, including creating bulk user accounts, deleting and modifying user accounts, setting up e-mail, home directories with the TCP/IP v4 and v6 protocol, DHCP, DNS, SNMP, SMTP, SFTP, HTTP, HTTPS, ICMP
 - Microsoft System Centre DPM, SCCM and SCOM
 - Installing public and local certificates on various systems
 - Managing Antivirus in an enterprise like Trend Micro, Checkpoint EDR,
 - Microsoft SQL knowledge

- Hardware and software troubleshooting - critically analyze a symptom, diagnose a fault, plan and take appropriate action on equipment including PCs, printers, servers, and networking etc.
- Experience managing and maintaining Mac's in an enterprise
- Understanding collaboration tools, eg Office 365, Google Suite, MS Teams, Sharepoint, InTunes
- Very good experience in designing, implementing and managing Office 365 in the enterprise, including but not limited to Exchange Online, Azure, SharePoint, OneDrive, ADFS, OneNote, etc.