

Systems Administrator

Summary statement

Administers ICT System components to meet service requirements.

Mission

Installs software, configures and upgrades ICT systems. Administers day-to-day operations to satisfy continuity of service, recovery, security and performance needs.

Accountable

Responsible

Contributor

■ Solution in Operation

■ Solved Incident

Main task/s

- Investigate, diagnose and solve system related problems
- Install and upgrades software
- Schedule installation work, liaising with all concerned to ensure that installation priorities are met and disruption to the organization is minimized.
- Diagnose and solve problems and faults occurring in the operation of hardware and software
- Comply with organization procedures to ensure integrity of the system

KPI area

Systems in operation

B - Build

B.2. Component Integration

Integrates hardware, software or sub system components into an existing or a new system. Complies with established processes and procedures such as, configuration management and package maintenance. Takes into account the compatibility of existing and new modules to ensure system integrity, system interoperability and information security. Verifies and tests system capacity and performance and documentation of successful integration.

Proficiency Levels

Proficiency Level 2 - Acts systematically to identify compatibility of software and hardware specifications. Documents all activities during installation and records deviations and remedial activities.

B.3. Testing

Constructs and executes systematic test procedures for ICT systems or customer usability requirements to establish compliance with design specifications. Ensures that new or revised components or systems perform to expectation. Ensures meeting of internal, external, national and international standards; including health and safety, usability, performance, reliability or compatibility. Produces documents and reports to evidence certification requirements.

Proficiency Levels

Proficiency Level 2 - Organises test programmes and builds scripts to stress test potential vulnerabilities. Records and reports outcomes providing analysis of results.

C - Run

C.1. User Support

Responds to user requests and issues, recording relevant information. Assures resolution or escalates incidents and optimises system performance in accordance with predefined service level agreements (SLAs). Understands how to monitor solution outcome and resultant customer satisfaction.

Proficiency Levels

Proficiency Level 2 - Systematically interprets user problems and identifies solutions and possible side effects. Uses experience to address user problems and interrogates database for potential solutions. Escalates complex or unresolved incidents. Records and tracks issues from outset to conclusion.

Proficiency Level 3 - Manages the support process and accountable for agreed SLA. Plans resource allocation to meet defined service level. Acts creatively, and applies continuous service improvement. Manages the support function budget.

C.4. Problem Management

Identifies and resolves the root cause of incidents. Takes a proactive approach to avoidance or identification of root cause of ICT problems. Deploys a knowledge system based on recurrence of common errors. Resolves or escalates incidents. Optimises system or component performance.

Proficiency Levels

Proficiency Level 2 - Identifies and classifies incident types and service interruptions. Records incidents cataloguing them by symptom and resolution.

E - Manage

E.8. Information Security Management

Implements information security policy. Monitors and takes action against intrusion, fraud and security breaches or leaks. Ensures that security risks are analysed and managed with respect to enterprise data and information. Reviews security incidents, makes recommendations for security policy and strategy to ensure continuous improvement of security provision.

Proficiency Levels

Proficiency Level 2 - Systematically scans the environment to identify and define vulnerabilities and threats.
Records and escalates non-compliance

Responsibilities:

- Support LANs, WANs, network segments, Internet, and intranet systems
- Maintain system efficiency.
- Ensure design of system allows all components to work properly together.
- Troubleshoot problems reported by users.
- Make recommendations for future upgrades.
- Maintain network and system security.
- Analyze and isolate issues.
- Monitor networks to ensure security and availability to specific users.
- Evaluate and modify system's performance.
- Identify user needs.
- Maintain integrity of the network, server deployment, and security.
- Ensure network connectivity throughout a company's LAN/WAN infrastructure is on par with technical considerations.
- Design and deploy networks.
- Perform network address assignment.
- Assign routing protocols and routing table configuration.
- Assign configuration of authentication and authorization of directory services.
- Maintain network facilities in individual machines, such as drivers and settings of personal computers as well as printers.
- Maintain network servers such as file servers, VPN gateways, intrusion detection systems.
- Administer servers, desktop computers, printers, routers, switches, firewalls, phones, personal digital assistants, smartphones, software deployment, security updates and patches.
- Reporting to the head of ICT Finance
- Provide monthly status reports about the goals to be achieved

Qualifications:

- A bachelor degree with minimum of 5 -10 years' experience as System Administrator specialist in financial organizations.
- Certified ITIL V3 / Prince2 or knowledge of the ITIL process / Prince project model
- Knowledge of print and document management systems
- Project work and independent monitoring of activities and results
- MCSE 2012 certified or in a closing phase for this certification with thorough knowledge of the Microsoft Windows Server platform, including Active Directory, File Services, DHCP, DNS, Clustering.
- Experience with Microsoft solutions (Exchange Server, SQL Server, terminal services, Office, SharePoint Services)
- Windows Scripting (batch, powershell, vbscript)

- Linux(centos/Redhat) Experience
- Required English and Dutch oral and written