7 March 2024

To Whomever it may concern,

RE: EMPOYMENT REFERENCE LETTER

Subject above refers,

This is to certify that Ability Chikanya, is working at Marondera University of Agricultural Sciences and Technology (MUAST) since September 2021 to date as Systems Administrator.

Her roles and responsibilities are mentioned below:-

Provide technical support to the users dealing with hardware and software problems.

Maintain the configuration and operational procedures of client based operating system.

System monitoring and troubleshooting for system security systems.

Responding to help desk requests

Upgrading systems for enhanced functionality

Diagnosing issues in the hardware and software

Performing data backups and maintain the disaster recovery system

Determining, planning and configuring network software

Monitor the performance of computer system and coordinate the use of networks.

Maintain a routine performance of start-up and shutdown procedures.

Providing recommendations on the change needed in network systems and determine the requirements (hardware and software) for the same.

Sincerely Yours,

Steven Tauzeni

Manager