



JOB TITLE: IT/System Administrator

DEPARTMENT: Information Technology (IT) Department

REPORTS TO: IT Coordinator

Purpose and Scope of role

Serves as a technical expert in the area of system administration for complex operating systems. Recommends the redesign and configuration of operating systems and system applications. Investigates and analyses feasibility of system requirements and develops system specifications. Identifies methods, solutions, and provides project leadership and management in order to provide a high level of service to the customers of the department. Performs full supervision of Operations staff.

Leadership Competencies

Accountability: Holds self and others accountable for measurable high-quality, timely, and cost effective results. Determines objectives, sets priorities, and delegates work. Accepts responsibility for mistakes. Complies with established control systems and rules.

Customer Service: Anticipates and meets the needs of both internal and external customers. Delivers high-quality products and services; is committed to continuous improvement.

Communications: Makes clear and convincing oral presentations. Listens effectively; clarifies information as needed. Writes in a clear, concise, organized, and convincing manner for the intended audience.

Team Work/ Building: Inspires and fosters team commitment, spirit, pride, and trust. Facilitates cooperation and motivates team members to accomplish group goals.

Action Management/Decisiveness: Makes well-informed, effective, and timely decisions, even when data are limited or solutions produce unpleasant consequences; perceives the impact and implications of decisions.

Strategic Thinking: Formulates objectives and priorities, and implements plans consistent with the long-term interest of the organization in a global environment, Capitalizes on opportunities and manages risks.

Problem Solving: Identifies and analyses problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; makes recommendations.

Safety Commitment: role models safe behaviours and ensures all staff are aware of their contribution to safety, supporting consequence management

Key Responsibilities

1. Management

Responsible for the followings.

- Weekly work planning and completion of job sheets;
- Assist in stock control for expendables: CD's, backup Tapes, Consumables, UPS, Parts and Accessories.
- Monitoring of Software Licences and ensures SIWA software have validity dates. Implement Policy; Trouble Shoot; Back Ups of all Invoices and Receipts; Provide assistance in general management of network service and clients Provide supervision to the GIS Team

2. Information Technology

- Carry out all Information Technology duties and responsibilities as required. Responsible to lead the IT Team in absence of the Information Technology Coordinator
- Assist with network and security management
- Facilitate procurement and implementation of new servers, technology, etc.

- Provide user level technical support for end users, computers, printers, etc.
- Responsible for Patch management, spyware removal and testing, virus checking, ensuring backup of data files, etc.
- Assist with user management. (Adding and deleting users from AD, working with emails, etc.)
- Provide High degree of professionalism and end user satisfaction and work well with others.
- Assist the IT Coordinator in research of new technologies and software that might be beneficial.
- Assist the IT Coordinator with the creation and documentation of technical knowledge base for common issues experienced by end users. Perform other duties as needed.
- Manages the day-to-day operations of the Solomon Water host computers by monitoring system performance, configuration, maintenance and repair. Ensures that records of system downtime and equipment inventory are properly maintained. Applies revisions to host system firmware and software.
- Works with vendors to assist support activities. Performs troubleshooting as required. As such, leads problem-solving efforts often involving outside vendors and other support personnel and/or organizations.
- Establishes, maintains and manages users UNIX accounts. Installs, modifies and maintains systems and utility software on server computer systems. Provides server support related to other software.
- Establishes guidelines and methods for the installation and management of the host computer operating systems, disk arrays, fibre channel switches, tape libraries and other components.
- Ensures high availability and acceptable levels of performance of mission critical host computer resources.
- Develops procedures to maintain security and protect systems from unauthorized use, acts of nature and user abuse.
- Develops procedures, programs and documentation for backup and restoration of host operating systems and host-based applications.
- Develops and coordinates project directions and schedules to maximize benefits and minimize impacts on the customer organizations. Provides leadership in planning and implementation of projects for computer operations and enterprise systems administration.
- Manages the data centre and computer host systems including hardware, software and equipment such as air-conditioning system, UPS (uninterrupted power system) and fire protection system.
- Stays current with technological developments in systems administration technology and recommends ways for SIVVA to take advantage of new technology.
- Positions in this classification may perform all or some of the responsibilities above and all positions perform other related duties as assigned. Maintain and Manage network links between Solomon water officers Provide recommendation on Network improvement plan

3. Printing Management

- Manage and monitor printers, copiers, and fax machines to make sure they are working properly and getting regular maintenance. Liaise with printing service provider on all printer related issues
- Manage paper cut software and ensure counters are delivered to printing service provider on time

4. Finance

- Ensure all financial systems are functioning
- Provide front-line support to end users (Cashiers Billing , Meter Reading
- Payroll , Accounts and Revenue)
- Prepare timesheets for payroll
- Facilitate payment requisition process

5. **Provincial Support**

- Troubleshooting network connection issues.
- Maintain VPN connection , printers and firewall
- Provide front-line support on daily basis
- Provide recommendation for Provincial improvement plan

Selection Criteria

- Demonstrate ability and good understanding of setting up windows and Linux operating system.
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- Demonstrate good understanding of virtual environment in a data center.
- Demonstrate a good understanding of the backup and restore utilities used in a multiplatform environment.
- Demonstrate good understanding of network configuration and security architecture.
- Ability to troubleshoot common hardware/software issues
- Ability to meet deadlines and adjust to changing priorities
- Ability to follow instructions and work autonomously, but also able to recognize when you are in over your head
- Ability to quickly gain new skills and knowledge when faced with new challenges Attention to detail
- Excellent verbal and written communication skills ask questions and get information in order to diagnose computer problems and discern what level of support is needed when a problem is presented

Qualification

Bachelors Degree with a major in Computer Science, Computing or related field from a recognized tertiary institution.

Experience

Minimum of three years of experience as IT/System Administrator or related fields.