



Job Description

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Job Title System Administrator Officer	Job Location Dar es Salaam	Category -
Job Type Full Time	Job level Intermediate	Industry -

Open to Expatriates
Only Open to Tanzanian Nationals

Minimum Requirements

Min Budget -	Max Budget -	Primary Industry -
Secondary Industry -	Primary Category -	Secondary Category -
Certificate -	Qualification -	

Summary

System Administrator Officer will be responsible: for implementation, management, and resolution of issues related to the bank's current network and servers Infrastructure. Responsibilities include ensuring the optimal performance, availability, and security of the bank's servers infrastructure, databases, and communication systems. Additionally, he/she will plan and co-ordinate the execution of all network and infrastructure projects and tasks.

Responsibilities

Infrastructure Management:

- Ensuring maintenance and monitoring activities are implemented to ensure the optimal performance of the server, storage and backup systems. This includes WAN, LAN and firewalls infrastructure assets in the bank data centers as well as workstations and printers.
- Maintain and update architecture diagrams and other documentation for all the systems, servers, network and third part connections.
- Ensure proper asset management, by tracking assets in the electronic register.
- Ensure backups are conducted daily and conducted as per backup policy and procedures.
- Ensure that computer, network architectures, standards, best practices, policies and guidance contribute to the secure operation of the center's systems and the protection of the Centers data and information. This is during operations and during introduction of new solutions
- Ensure all systems configurations are implemented based on the approved standards and baselines and implemented as per policy guidelines including approved change process.
- Work with IT manager to develop technology road map as aligned with the bank strategy
- Work with IT Manager to develop infrastructure related budgets.
- Perform tests and supervise the installation of telecommunication hardware.

System and applications monitoring and Reporting:

- Monitor uptime/availability and quality service of all the banks e-banking systems and Infrastructure and provide daily dash boards i.e. SWIFT, TISS, GEPG, NIDA and TIPS.
- Ensuring all necessary performance reports are generated and shared on daily, weekly, monthly and quarterly with provided KPIs metrics. All the noted gaps should be escalated for resolution

Risk and IT Security:

- Ensure workstations, network, firewalls and servers operating systems are maintained with the latest operating systems and

necessary updates are provide in time.

- Ensuring business continuity management is implemented by performance of restore and failover tests as per annual BCM plan. This is to ensure high availability of systems
- Implement systems in a high availability and ensure the resilience is checked through system fail over exercise and all noted gaps are tracked and remediated.
- Perform monthly self-risk check and report all noted risks gaps to the IT security Manager for tracking.
- Prioritize and ensure all audit findings related to Infrastructure are reviewed and noted gaps are corrected within specified time.
- Ensure all Infrastructure assets are protected with security controls including anti-virus and also maintained in the assets register

Vendor Engagement and Support:

- Ensure balanced SLA compliance with service providers
- Provide good relationship with technology providers and other external partners.
- Ensuring vendors payments are done in time and contracts are renewed in time,
- Participate in vendor performance reviews meetings and ensure all noted gaps are tracked and resolved.
- Develop Preventive maintenance schedule and check list, review reports and track implementation of the noted gaps
- Perform tests and supervise the installation of telecommunication hardware.
- Managing and liaising with various service provider to ensure voice communication to outside the bank is working.
- Ensure the various lines recorded by the Bank are working and ensuring software is up to date.
- Ensure security of the Data Center and secondary areas is continually maintained.
- Responsible for managing Cloud environment, (Microsoft Azure).
- Responsible for managing microservices, (Kubernetes) in IAAS, PAAS platform.
- Responsible for problem resolution and escalation to management as guided by the escalation procedure while ensuring problem logging is appropriately carried out.

IT Projects Management:

- Participate in planning and execution of all projects related to technologies.
- Liaise with various project teams to determine the hardware and software and security requirements of projects.
- Participate in provision of specifications in the budgeting or procurement of technology assets.
- Provide technical lead role in implementation of technology Infrastructure projects by proposing and evaluating technologies during on boarding of the technologies by working with providers.

Customers:

- Internal Customer complaints
- External Customer complaints
- Customer Satisfaction Index
- Channel Satisfaction Index

Learning and growth:

- Staff Engagement
- Training Hours on technology related

Education & Qualifications

University degree in Information technology/Computer Science/Electrical Engineering/Telecommunications

Professional:

- Training and certification in ICT Service Management
- Enterprise Operating System administration
- Linux: Red Hat Certified System Administrator (RHCA), Red Hat Certified
- Windows: MCSA/MCSE
- Cloud: Microsoft Certified: Azure Fundamentals; Google Associate Cloud Engineer,
- Storage: HCI- Storage, HCIP- Storage,
- Server: HCSA/P Computing/
- Network: HCSA IP Network, HCSP IP Network, CCNA and CCNP

Requirements

- 6 years' experience in Infrastructure support in medium to large organizations and or banking or financial service organization would be an added advantage
- 3 years in supervisory role.

Characteristics

- Knowledge and effective application of all relevant banking policies, processes, procedures and guidelines to consistently achieve required compliance standards or benchmarks.
- Self-empowerment to enable development of open communication, teamwork and trust that are needed to support performance and customer-service oriented culture.
- Leadership to nurture and sustain employee satisfaction, and to manage changes.
- Interpersonal skills to effectively communicate with and manage customer expectations (internal and external), and other stakeholders who impact performance.
- Organisation development to effectively structure the operations of IT network infrastructure and support for optimal performance.
- Knowledge and experience in modern practices for ICT network infrastructure architecture and operations in medium to large banks to provide guidance on quality improvements and strategic changes
- Interpersonal skills to effectively communicate with and manage customer expectations (internal and external), and other stakeholders who impact performance.

Reporting To

IT Manager

Driving Licence

Not Required

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