Job Title: **TECHNICAL SYSTEMS ADMINISTRATOR**

JOB SUMMARY

The Technical Systems Administrator, is responsible for the upkeep, configuration, and reliable operation of <u>computer systems</u>; especially <u>multi-user</u> computers, such as <u>servers</u>. The administrator must also ensure that the <u>uptime</u>, <u>performance</u>, <u>resources</u>, and <u>security</u> of the computers managed meet the needs of the <u>users</u>, within budget.

KEY RESPONSIBILITIES

1. Troubleshoot hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing impact of issues.
2. Oversee the maintenance, configuration, and reliable operation of computer systems, network servers, and virtualization
3. Monitor the system daily and respond immediately to security or usability concerns.
4. Perform ongoing performance tuning, hardware and software component upgrades, and resource optimization as required.
5. Administrate infrastructure, including firewalls, databases, malware protection software and other processes.
6. Create and verify backups of data.
7. Manage desktop and helpdesk support efforts, making sure all desktop applications, workstations, and related equipment problems are resolved in a timely manner with limited disruptions.
8. Upgrade systems and processes as required for enhanced functionality and security issues resolution.
9. Provide training or training recommendations to support end users.
10. Review application logs.
11. Maintain a current inventory of equipment
12. Review, advise or develop IT policies and procedures in line with best practice and relevant to the business.
13. Install and test computer-related equipment.
14. Ensure adherence to all management systems including, ISO 2015:9001 and OSH with an understanding of the company Quality and Environmental policies and procedures.
15. Perform any other job duties as required by the job functions.

PERSON SPECIFICATION

<u>Minimum Education and Qualifications</u>

1. Associate Degree in Computer Science/Information systems or other engineering discipline/science from a recognized institution.
2. System Engineer certification in MCSE or MCP.

Experience

1. Minimum of five (5) years' experience in information systems.
2. Experience in working with SQL servers will be a definite asset.
3. Proven track record of developing IT strategies and plans.

Or any equivalent combination of qualification and experience

Competencies

1. Advanced knowledge of system vulnerabilities and security issues
2. Ability to respond to help desk requests after hours on a limited basis
3. Good interpersonal skills
4. Good analytical and problem solving capabilities
5. Ability to multi task and prioritise work
6. Excellent communication skills
7. Working knowledge of IT operating systems

Physical Requirements:

1. Ability to lift and/or move up to 50 pounds
2. Ability to stand and bend every so often
3. Ability to stoop and kneel to install computer equipment
4. The ability to move safely over uneven terrain or in confined spaces
5. Ability to climb ladders

This job description is intended to be a guide to the general work to be performed and is not a complete statement of all tasks for this position. The Company may require you to perform any other relevant and or related duties as are required or assigned from time to time. You may also be required to act in totally unrelated positions arising from another worker's overload, absence, re-assignment or termination.