

JOB DESCRIPTION

Job Title: Systems Administrator

Job Grade/Level: MIS/IT 5

STRATEGIC OBJECTIVE:

The Information and Technology Division is responsible for providing support to the Treasury in all areas of operations, facilitating the modernization of fiscal processes through the use of better methods and techniques, and cutting edge information technology. The work of this division improves the acquisition, allocation, utilisation and conservation of public financial resources using automated, integrated, effective, efficient and cost effective information systems.

The Division is responsible for the development and maintenance of the Government's Integrated Financial Management Information System (GIFMIS). It is also responsible for training the AGD's staff as well as staff of the MOFPS and other Ministries, Departments and Agencies (MDAs) in the use and functions of the relevant IT systems, guided by recognized standards and formal policy.

The Division is also responsible for the implementation and maintenance of the AGD's Records Management System (RMS) as part of the overall management system, based on records management principles, to facilitate the management of the AGD's records to meet the AGD's information needs, stakeholders' information expectations, and statutory and fiscal requirements regarding records.

2. JOB PURPOSE:

Reporting to the Manager Systems Operations, the Systems Administrator is responsible for effective provisioning, installation or configuration, operation, and maintenance of all Operating Systems (OS) used within Treasury operations. This includes administering, supporting and configuring the Treasury's computer systems to ensure data security and integrity. The incumbent maintains and installs Operating Systems (Windows/Unix), Active Directory, DNS, DHCP, Backup and Recovery applications and print management. The incumbent is also responsible for the creation/modification and security of users on all applications used by the Treasury.

Summary of the broad purpose of the position in relation to Government's goals and strategies:

- To administer all Operating Systems used within Treasury operations;
- To maintain Operating System (OS) efficiency;
- To ensure the smooth running of Treasury systems to allow all programs to operate efficiently and ensure compatibility.

3. KEY OUTPUTS:

- Relevant technical advice.
- Effective technical analysis performed on systems requirements.
- Operating Systems administered.
- Automated IT solutions delivered on web-enabled platforms with direct access for internal and external stakeholders through security controlled portals.
- A web based customer service platform which serves the AGD and its stakeholders in every aspect utilizing popular social media interfaces with mobile friendly applications/platforms, to connect with customers locally and in the diaspora.
- Backup and recovery schedule developed and maintained.
- Treasury IT Systems secured and protected from virus/malware attacks.
- Treasury IT System users are verified and validated.
- Treasury email platform maintained.
- Training and technical end user documentation prepared and delivered as required
- Periodic reports.

4. KEY RESPONSIBILITIES

Technical

- Troubleshoots problems reported by users.
- Assists staff with computer and network problems and tasks.
- Research and makes recommendations for future upgrades to meet project and group requirements e.g. commercial hardware and software products.
- Analyses and isolates issues.
- Monitors access to OS/applications to ensure security and availability to specific users.
- Identifies system performance issues and user needs to recommend specific changes and upgrades.
- Assigns routing protocols and routing table configuration.
- Assigns configuration of authentication and authorization of directory services.
- Maintains network facilities in individual machines, such as drivers and settings of personal computers as well as printers.

- Maintains network servers such as file servers, VPN gateways, intrusion detection systems.
- Administers servers, desktop computers, printers, routers, switches, firewalls, phones, personal digital assistants, smartphones, software deployment, security updates and patches.
- Performs data backups and recoveries.
- Orders hardware and software products.
- Renews software licenses to ensure continuity of service.
- Interacts with vendors, and other IT staff to coordinate procurements, installations, upgrades, and other services.

Any Other Duties

- Any other related duty that may be assigned from time to time

5. KEY PERFORMANCE INDICATORS

The job is successfully performed when:

- Adequate technical advice is provided.
- Excellent customer service provided in keeping with Customer Service Charter.
- Effective technical analyses performed on systems requirements.
- Smooth and efficient running of all OS.
- State of the art information systems designed, developed and implemented using cutting edge technology and best practices.
- Best prices negotiated with vendors.
- Appropriate training and technical and end user documentation prepared and delivered.
- Periodic reports provided as required.

6. JOB SPECIFICATION:

a. Qualification and Training

Essential:

- A Bachelor's Degree from a recognized institution in Information Technology or Computer Science or equivalent.

Desirable:

- Systems Administration/System Engineer certification in Unix/Windows Operating Systems

b. Experience and Knowledge

- At least 2 years' experience administering computer systems and networks.
- Comprehensive and technical knowledge of IT Architecture, and Technology.
- Experience in related IT disciplines such as data processing, hardware platforms, enterprise software applications, database administration and outsourced systems.

c. Competencies

The incumbent is a senior public servant who represents the Government at all times; who is expected to lead a team of professionals in realizing the goals and objectives of the Department, in a highly dynamic environment. The following competencies are required for the effective performance of this job:

- Demonstrated ability to apply technology solutions to business problems.
- Proven and advanced skills in project management.
- A deep understanding of the interdependent relationship between infrastructure, information security and the applications/services they enable as well as the criticality of maintaining strong connections between the respective teams within IT.
- Excellent understanding of multi-disciplinary nature of IT solutions.
- **Customer and Quality Focus:** The ability to continuously ensure high standards of quality and service delivery to meet customers' expectations.
- **Managing the Client Interface :** Ability to work effectively with others, both internal and external to the Department, to deliver acceptable, customer-oriented and high quality service.
- **Analytical Thinking, Decision Making, and Problem Solving:** The capacity to analyze problems promptly, choose between alternatives, and effect meaningful solutions.
- **Collaboration and Team Work:** The ability to be a collaborative business leader, and an inspiring IT professional who shows a genuine intention to participate and work co-operatively with others in pursuit of team goals.
- **Ability to work effectively under pressure.**
- **Interpersonal skills:** The ability to display sensitivity towards others, interact collaboratively with colleagues, and to build long term internal and external relationships and gain support to achieve desired objectives.
- **Performance Management:** The ability to align resources, systems, standards and activities to effectively, efficiently and consistently meet the goals and strategic objectives of the Department are met in a consistent, effective and efficient manner.

- **Leadership and Team Building:** The ability to provide vision, direction, allocate responsibilities, delegate and motivate staff in one's team, to include leading by example.
- **Strategic Vision:** The ability to develop a clear vision of the desired future state of the Department, demonstrate awareness of and or anticipate changing environmental trends, industry opportunities and threats/risks.
- **Strategic Planning:** The ability to develop effective plans in keeping with the Department's objectives, including to effectively review policy issues, determine priorities, and set medium and long term goals.
- **Change Management:** The ability to maintain effectiveness in a changing environment and the willingness to respond quickly and positively to change, and to lead others through change and manage their concerns.
- **Emotional Intelligence:** Possession of self-awareness, self-management, social awareness, and social skills – The ability to display behaviors appropriate to the AGD's business and social environment.
- **Integrity:** The ability to consistently demonstrate sound ethical standards, observe the codes of conduct for employees and codes of professional practice, and show consistency between established values and behaviors, in order to build trust and credibility.
- **Oral and Written Communication:** The ability to communicate proficiently orally, in writing, and in one-on-ones face-to-face, with excellent public speaking skills.

9. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

Physical Demands - Pressured working conditions with numerous critical deadlines.

Work Environment - Normal office conditions