Accountant General's Department

The Nation's Treasury

Job Description & Specification

2025

ACCOUNTANT GENERAL'S DEPARTMENT

Improving non-stop

SYSTEMS ADMINISTRATOR

JOB DESCRIPTION

Job Title: Systems Administrator

Post Number: **68842**

Job Grade/Level: MIS/IT 5

Department: The Accountant General's Department – A Department of the Ministry of Finance and the Public Service

Reports to: Manager Systems Operations

Direct Reports: N/A

This Job Description has been approved by the Accountant General and will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent. It is validated as an accurate and true description of the job as signified below:

_____   _____

Accountant General   Date

_____   _____

Date received in Human Resource Unit   Date created/revised

1. **STRATEGIC OBJECTIVE:**

The Information and Technology Division (ITD) is responsible for providing support to the Accountant General's Department (AGD) 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 platform support of the Government's Financial Management System (GFMS).

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 the AGD operations. This includes administering, supporting and configuring the AGD's computer systems to ensure data security and integrity. The incumbent maintains and installs Operating Systems (Windows), 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 AGD.

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.

- Backup and recovery schedule developed and maintained.
- AGD IT Systems secured and protected from virus/malware attacks.
- AGD IT System users are verified and validated.
- AGD 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 problems and tasks.
- Researches 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 configuration of authentication and authorization of directory services
- Maintains network servers such as file servers, DNS, Active Directory, etc.
- Administers servers, security updates and patches.
- Performs data backups and recoveries.
- Renews software licenses to ensure continuity of service.
- Interacts with other IT staff to coordinate 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:

- Accurate and timely technical advice is provided.
- Excellent customer service provided in keeping with Customer Service Charter.
- Effective technical analysis performed on systems requirements.

- Smooth and efficient running of all OS and Servers
- Appropriate training and technical and end user documentation prepared and delivered.
- Periodic reports provided as required with minimal errors

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:

- Certifications and trainings in Microsoft Server Administration and Veeam Backup Solutions

b. Experience and Knowledge

- At least 2 years' experience administering computer systems and networks.
- Comprehensive and technical knowledge of IT Architecture, Technology and Enterprise backup solutions.
- Demonstrated ability to apply technology solutions to business problems
- Knowledge in related IT disciplines such as data processing, hardware platforms, enterprise software applications and outsourced systems.
- Above average understanding of multi-disciplinary nature of IT solutions.
- A good 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.

c. Competencies

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

- **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 team player, and an inspiring IT professional who shows a genuine intention to participate and work co-operatively with others in pursuit of team goals.
- **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.
- **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 and in writing.

9. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

Work Environment - Normal office conditions

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

_____

Name of Employee

_____   _____

Signature of Employee   Date

_____

Name of Supervisor

_____   _____

Signature of Supervisor   Date