

JOB DESCRIPTION

TITLE: IT System Administrator
DEPARTMENT(S): Group Corporate Services – IT
REPORTS TO: Head - Group Information Technology

JOB SUMMARY

Responsible for the day-to-day monitoring and maintenance of the network infrastructure and applications. Ensures minimal business disruption by resolving IT related support calls. Works closely with management to identify and implement technologies that optimize business processes.

RESPONSIBILITIES

- Configures, maintains, upgrades and patches network hardware, operating systems, applications and services in line with operational requirements, security policies and vendor specifications
- Monitors IT facilities and implements measures to mitigate the impact of environmental threats (theft, water, dust and heat) on business operations
- Ensures that providers of outsourced IT Services adhere to contracts and SLAs in line with operational, security and reliability requirements
- Proactively monitors the network infrastructure and critical event logs to identify threshold breaches, minimize service disruptions and identify security events
- Schedules system, application and data backups and restores in accordance with the BCP
- Regularly reviews, maintains and improves the ITDRP in line with operational requirements
- Ensures that applicable security standards are enforced for the receipt, processing, transmission and storage of enterprise data in line with the security policy and regulatory requirements
- Coordinates with business units to manage roles, responsibilities, user profiles and access rights to applications or data in line with operational requirements and security policies
- Continually assesses and monitors the execution of key business processes and controls to ensure alignment to business needs and security requirements
- Provides timely and effective responses to employee requests for IT assistance and resolves or escalates incidents in line with agreed OLAs and SLAs
- Communicates and recommends solutions to address recurring infrastructure or application problems
- Assesses and recommends changes to the availability, performance and capacity of the IT Infrastructure
- Evaluates, plans and prioritizes application change requests to ensure minimal business interruptions
- Recommends IT response plans from the outcomes of third-party risk assessments and internal audit
- Reviews the needs of employees and motivates purchases of hardware, software or services
- Assists with the evaluation, implementation and ongoing support of new technologies
- Maintain an accurate record of IT Assets required to deliver IT services and regularly identifies ways to optimize costs and maintain alignment to business needs
- Maintains up-to-date documentation of IT infrastructure, logical configuration and operating procedures
- Provides technology related training for employees
- Presents regular status reports to Management on application and support related issues
- Maintains good working relationships with stakeholders (colleagues, suppliers and support partners)
- Updates industry knowledge by participating in educational opportunities, reading professional publications, maintaining personal networks and participating in professional organizations
- Participates, as required, in training sessions to ensure proficiency on products
- Performs other related duties as required

EDUCATION AND QUALIFICATIONS

- Bachelor's degree in Computer Science or Information Systems
- Technical Industry Certifications (A+, N+, Server+, Security+, MOS, MCSA, MCSE, CCNA)
- ITIL and/or COBIT certifications
- Valid Driver's License

KNOWLEDGE AND EXPERIENCE

- A minimum of 5 years' administration experience with:
 - LAN, vLAN, WAN, WLAN, PBX and VoIP infrastructures
 - Server, Desktop, Switching, Routing, Printing and Communications Hardware
 - Windows Server, Virtualization and Desktop Operating Systems
 - Network Security, Vulnerability Assessment, Patch Management and Security Appliances
 - Email, Collaboration, Records Management and Archiving Platforms
 - SQL Server Database Systems
 - Accounting, Procurement, HR, Loan and Billing Systems
 - Cloud technologies including Windows Azure, Office 365, One Drive and Teams
 - Enterprise Storage and Backup Technologies
 - Network management, monitoring and diagnostic tools
 - Software design, application development and programming principles
 - Application support cycle methodologies and technologies
 - IT Project execution, monitoring and control
 - IT Service Support, SLA and Vendor Management
 - Documentation of LAN and WAN infrastructure and configurations
- Previous IT related experience in the Financial Services industry (ideally Insurance)

PERSONAL ATTRIBUTES

- Excellent written and verbal communication skills
- Good interpersonal and demonstration skills
- Good customer service orientation, listening ability and patience
- Good analytical, evaluative, critical thinking and problem-solving skills
- Ability to multitask, prioritize, and manage time efficiently
- Ability to explain complex ideas to those with limited IT and systems knowledge
- Ability to meet deadlines and work independently
- Ability to learn and master new applications
- Strong sense of discretion and confidentiality
- Willing to develop skills further