



Job Title:	Systems Administrator	Reports to:	Senior Manager, Data Center
Unit:	IT Infrastructure	Department:	Technology and Operations
Grade:	Band 3	Date:	
Job holder:		Supervisor:	
Signature:		Signature:	

Job Purpose Statement		
<p>This role ensures IT infrastructure aligns with the Bank's Vision, maintaining system uptime per SLAs, managing capacity, and planning for business continuity. It oversees data center operations, provides 2nd level end-user support, and collaborates with IT units and business departments in executing projects.</p>		
Key Accountabilities (Duties and Responsibilities)		
Perspective	% Weighting (to add up to 100%)	Output
Server Infrastructure	40%	<ol style="list-style-type: none"> 1. Manage Linux OS platforms among others. 2. Administer virtual environments. 3. Deployment of server and storage infrastructure 4. Perform AD/DNS/DHCP functions. 5. Deploy VMware Cloud features 6. Conduct system maintenance procedures. 7. Ensure all inventory and documentation is up to date 8. Ensure system uptime per SLAs and SOPs. 9. Facilitate vendor support requests, on-site and remotely.
Business Continuity Planning	20%	<ol style="list-style-type: none"> 1. Perform regular restores for backups, snapshots, and Live Recovery. 2. Ensure backups succeed and fix Commvault issues. 3. Execute detailed Disaster Recovery plans. 4. Work with internal IT/business units on BCP. 5. Manage all disaster recovery procedures.

Security, Risk and Compliance	20%	<ol style="list-style-type: none"> 1. Maintain servers and VMware hosts regularly. 2. Manage OS patching and upgrades. 3. Address audit findings and enforce policies. 4. Run and share audit scripts. 5. Regularly patch and upgrade of ESXi Servers. 6. Periodically review user permissions and access. 7. Ensure segregation of PR, DR, and UAT environments.
Learning and Growth	20%	<ol style="list-style-type: none"> 1. Participate in projects and other infrastructure initiatives. 2. Actively seek to learn, grow, and remain current with technological advancements. 3. Share knowledge with colleagues within the department. 4. Train level one support teams on end-user issue resolution. 5. Document daily processes comprehensively.

Job Dimensions

Reporting Relationships: jobs that report to this position directly and indirectly	
Direct Reports	N/A
Indirect Reports	N/A

Stakeholder Management: key stakeholders that the position holder will need to liaise/work with to be successful in this role.	
Internal All departments	External System vendors and Outsourced Partners

Decision Making Authority /Mandates/Constraints: the decisions the position holder is empowered to make <i>(Indicate if it is Operational, Managerial or Strategic). Please also highlight any budgetary control responsibility if applicable for the role.</i>
Operational – Server farm/ OS support, System changes implementation, Incident/Problem management, etc.

Work cycle and impact: time horizon and nature of impact (Planning) <i>(e.g. Less than 1 week, 2 weeks, 2 weeks – 1 month, 1 month – 3 months, 3-6 months, 6-12 months, above 1 year)</i>
Short-Term Planning: 6 - 12 months Long-Term Planning: 1 to 3 years

Ideal Job Specifications

Academic:

- A bachelor's degree in computer science, Information Technology or related field

Professional:

- Professional qualifications in IT e.g. HCIA, RHCSA, RHCE, VCP, ITIL, MCSE, MCITP, MCP, other relevant professional qualifications in IT field would be added advantage.
- Project Management certification and experience is preferred e.g. PRINCE2, PMP

Desired work experience:

- Data center management and virtualization (VMware, Azure, etc.)
- Minimum 3 years in IT, hands-on with RHEL, VMware, AD, SAN Storage, Commvault
- Unix/Linux experience (Ansible, Satellite, etc.)
- Proficient in Windows Enterprise servers
- Experience with multiple server models (rack mount, blades)
- Process automation expertise
- Knowledge of system security and data backup/recovery
- Familiarity with SAN storage arrays
- Microsoft 365 and Active Directory Services
- Collaboration with 3rd party vendors
- Banking or financial services experience is a plus

NCBA Bank Core Value Behaviors (Performance Drivers)

- **Driven** - We are passionate, make bold decisions and learn from our failures. We seek new challenges and appreciate different views constantly raising the bar. We explore our full potential.
- **Open** - Our interactions are candid, honest and transparent. We listen to each other and our clients. We are inclusive and always respect each other.
- **Responsive** - We put our customers' interests at the heart of all that we do. We are proactive, act quickly and resolutely to deliver results. We keep it simple and seek new ways to improve.
- **Trusted** - As a trusted partner we do what is morally right always. We keep our word. We are accountable and believe in each other.

Technical Competencies

- Experience in designing, configuring, deploying, and maintaining data center infrastructure, including rack servers, blades, SAN, and Network components.
- Extensive knowledge of RHEL environments.
- Proficient with VMware suite.
- Experience in disaster recovery procedures and business continuity.
- Good knowledge of systems backup, risk mitigation, and business continuity.
- Sound knowledge of Huawei, Oracle and HP SAN array capacity management.
- Experience in Active Directory, GPOs, DNS, DHCP, file and print server, IIS (web server), FTP, terminal server, RIS, RRAS, NAT, WSUS, Microsoft Clustering, Exchange mail server, and ISA server.
- Experience with x64 Intel, xFusion, Oracle and HPE servers.
- Knowledge and experience in modern practices for ICT systems architecture, high availability setups, and operations in financial institutions.
- Knowledge and effective application of all relevant banking policies, processes, procedures, and guidelines to consistently achieve required compliance standards or benchmarks.

Behavioral Competencies

- Leadership to foster employee satisfaction and manage changes
- Performance Management to enhance productivity
- Interpersonal skills to communicate with and manage expectations of customers and stakeholders
- Self-empowerment to promote open communication, teamwork, and trust supporting a performance-focused, customer-service culture