

NCBA Bank Tanzania

Job Title:	System Administrator Officer	Reports to:	Manager, IT Infrastructure
Unit:	Infrastructure, Data Centre and Networks	Department:	Information Technology
Grade:	Band 3	Date:	
Job holder:		Supervisor:	
Signature:		Signature:	

Job Purpose Statement

Responsible for implementation, management, and resolution of issues related to the bank's current network and servers Infrastructure. Responsibilities include ensuring the optimal performance, availability, and security of the bank's servers infrastructure, databases, and communication systems. Additionally, he/she will plan and co-ordinate the execution of all network and infrastructure projects and tasks.

Key Accountabilities (Duties and Responsibilities)		
Perspective	% Weighting <i>(to add up to 100%)</i>	Output
Infrastructure Management	20%	<ul style="list-style-type: none"> ▪ Ensuring maintenance and monitoring activities are implemented to ensure the optimal performance of the server, storage and backup systems. This includes WAN, LAN and firewalls infrastructure assets in the bank data centers as well as workstations and printers. ▪ Maintain and update architecture diagrams and other documentation for all the systems, servers, network and third part connections. ▪ Ensure proper asset management, by tracking assets in the electronic register. ▪ Ensure backups are conducted daily and conducted as per backup policy and procedures. ▪ Ensure that computer, network architectures, standards, best practices, policies and guidance contribute to the secure operation of the center's systems and the protection of the Centers data and information. This is during operations and during introduction of new solutions ▪ Ensure all systems configurations are implemented based on the approved standards and baselines and implemented as per policy guidelines including approved change process. ▪ Work with IT manager to develop technology road map as aligned with the bank strategy ▪ Work with IT Manager to develop infrastructure related budgets. ▪ Perform tests and supervise the installation of telecommunication hardware.
System and applications monitoring and Reporting	20%	<ul style="list-style-type: none"> ▪ Monitor uptime/availability and quality service of all the banks e-banking systems and Infrastructure and provide daily dash boards i.e. SWIFT, TISS, GEPG, NIDA and TIPS. ▪ Ensuring all necessary performance reports are generated and shared on daily, weekly, monthly and quarterly with provided KPIs metrics. All the noted gaps should be escalated for resolution
Risk and IT Security	10%	<ul style="list-style-type: none"> ▪ Ensure workstations, network, firewalls and servers operating systems are maintained with the latest operating systems and necessary updates are provide in time. ▪ Ensuring business continuity management is implemented by performance of restore and failover tests as per annual BCM plan. This is to ensure high availability of systems ▪ Implement systems in a high availability and ensure the resilience is checked through system fail over exercise and all noted gaps are tracked and remediated. ▪ Perform monthly self-risk check and report all noted risks gaps to the IT security Manager for tracking

		<ul style="list-style-type: none"> ▪ Prioritize and ensure all audit findings related to Infrastructure are reviewed and noted gaps are corrected within specified time. ▪ Ensure all Infrastructure assets are protected with security controls including anti-virus and also maintained in the assets register.
Vendor Engagement and Support	20%	<ul style="list-style-type: none"> ▪ Ensure balanced SLA compliance with service providers ▪ Provide good relationship with technology providers and other external partners. ▪ Ensuring vendors payments are done in time and contracts are renewed in time, ▪ Participate in vendor performance reviews meetings and ensure all noted gaps are tracked and resolved. ▪ Develop Preventive maintenance schedule and check list, review reports and track implementation of the noted gaps ▪ Perform tests and supervise the installation of telecommunication hardware. ▪ Managing and liaising with various service provider to ensure voice communication to outside the bank is working. ▪ Ensure the various lines recorded by the Bank are working and ensuring software is up to date. ▪ Ensure security of the Data Center and secondary areas is continually maintained. ▪ Responsible for managing Cloud environment, (Microsoft Azure). ▪ Responsible for managing microservices, (Kubernetes) in IAAS, PAAS platform. ▪ Responsible for problem resolution and escalation to management as guided by the escalation procedure while ensuring problem logging is appropriately carried out.
IT Projects management.	10%	<ul style="list-style-type: none"> ▪ Participate in planning and execution of all projects related to technologies. ▪ Liaise with various project teams to determine the hardware and software and security requirements of projects. ▪ Participate in provision of specifications in the budgeting or procurement of technology assets. ▪ Provide technical lead role in implementation of technology Infrastructure projects by proposing and evaluating technologies during on boarding of the technologies by working with providers.
Customer	10%	<ul style="list-style-type: none"> ▪ Internal Customer complaints ▪ External Customer complaints ▪ Customer Satisfaction Index ▪ Channel Satisfaction Index
Learning and growth	10%	<ul style="list-style-type: none"> ▪ Staff Engagement ▪ Training Hours on technology related

Job Dimensions

Reporting Relationships: jobs that report to this position directly and indirectly	
Direct Reports	IT Manager
Indirect Reports	Vendors and out sourced partner

Stakeholder Management: key stakeholders that the position holder will need to liaise/work with to be successful in this role.

Internal

- Group IT-Infrastructure department
- NCBAT departments

External

- System vendors
- Outsourced Partners

Decision Making Authority /Mandates/Constraints: the decisions the position holder is empowered to make (Indicate if it is Operational, Managerial or Strategic). Please also highlight any budgetary control responsibility if applicable for the role.

Strategic – Technical Architecture and Design, Security, Optimization and Capacity Management
Operational – Server farm, Data Centre Operations, Incident, Change and Problem Management

Work cycle and impact: time horizon and nature of impact (Planning)

(e.g. Less than 1 week, 2 weeks, 2 weeks – 1 month, 1month – 3 months, 3-6 months, 6-12 months, above 1 year)

Short-Term Planning – 6 - 12 months
Long-Term Planning – 1 to 3 years

Ideal Job Specifications

Academic:

- University degree in Information technology/Computer Science/Electrical Engineering/Telecommunications.

Professional:

Training and certification in ICT Service Management e.g. ITIL,

o **Enterprise Operating System administration**

Linux: Red Hat Certified System Administrator (RHCA), Red Hat Certified

Windows: MCSA/MCSE

Cloud: Microsoft Certified: Azure Fundamentals; Google Associate Cloud Engineer,

Storage: HCI- Storage, HCIP- Storage,

Server: HCSA/P Computing/

Network: HCSA IP Network, HCSP IP Network, CCNA and CCNP

- Business Continuity training
- Project Management Skills

Desired work experience:

- Six years' experience in Infrastructure support in medium to large organizations and or banking or financial service organization would be an added advantage
- Three years in supervisory role

NCBA Bank Core Value Behaviours (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 are **proactive, act quickly** and **resolutely** to deliver results. We put our **customer's interests** at the heart of all that we do. We keep it **simple** and seek new ways to **improve**.

NCBA Bank Core Value Behaviours (Performance Drivers)

Trusted: As a **trusted partner** we do what is morally right always. We keep our **word**. We are **accountable** and **believe** in each other.

Ideal Job competencies

Technical Competencies

- Organisation development to effectively structure the operations of IT network infrastructure and support for optimal performance.
- Knowledge and experience in modern practices for ICT network infrastructure architecture and operations in medium to large banks to provide guidance on quality improvements and strategic changes
- Interpersonal skills to effectively communicate with and manage customer expectations (internal and external), and other stakeholders who impact performance.
- Technical skills to effectively perform or guide performance of network infrastructure design and operations activities/tasks in a manner that consistently produce high quality of service.

Behavioural Competencies

- Knowledge and effective application of all relevant banking policies, processes, procedures and guidelines to consistently achieve required compliance standards or benchmarks.
- Self-empowerment to enable development of open communication, teamwork and trust that are needed to support performance and customer-service oriented culture.
- Leadership to nurture and sustain employee satisfaction, and to manage changes.
- Interpersonal skills to effectively communicate with and manage customer expectations (internal and external), and other stakeholders who impact performance.