

**TERMS OF REFERENCE**

<b>Job holder name:</b>	<b>Designation:</b> System Administrator
<b>Job grade:</b> 7	<b>Directly reports to:</b> Chief of IT Department

**Job purpose:**

The System Administrator plays a crucial role in maintaining the integrity, security, and functionality of the organization's IT infrastructure. This document outlines the terms of reference for the System Administrator's role. The primary objective of the System Administrator is to ensure efficient operation, security, and continuous improvement of the Banks's IT systems.

**Key responsibilities:**

- System Maintenance:** Perform routine maintenance tasks to ensure the smooth operation of servers and other IT systems.
- Security Management:** Implement and maintain security measures to safeguard the organization's IT infrastructure against unauthorized access, malware, and other threats.
- Backup and Recovery:** Develop and implement backup and recovery procedures to protect critical data and ensure business continuity in the event of system failures or disasters.
- User Support:** Provide technical support to end-users, troubleshoot issues, and resolve IT-related problems in a timely manner.
- Software Installation and Updates:** Install, configure, and update software applications (which are required for the banks application) and operating systems to ensure compatibility, security, and optimal performance.
- Team co-ordination:** Co-ordinate with network team for the network connection and allowing of required ports for the particular application. Co-ordinate with the team who looks after banks application to study and analyze impact before updating/patching the server operating systems and dependencies.
- Monitoring and Performance Tuning:** Monitor system performance, analyze performance data, and implement optimizations to enhance system efficiency and reliability.
- Documentation:** Maintain accurate documentation of system configurations, procedures, ISMS, and troubleshooting steps to facilitate knowledge transfer and support future maintenance efforts.
- Vendor Management:** Coordinate with external vendors and service providers to procure IT equipment, software licenses, and technical support services as needed.
- Compliance:** Lead any certification related to information security to ensure that IT systems comply with relevant regulations, standards (e.g. PCI DSS, ISO27001), and best practices, including data protection regulations and industry-specific requirements.
- Any task assigned by the Chief, IT Department.

**Areas of contribution:**

The Bank depends significantly on our systems and servers and the System Administrator must ensure it functions efficiently without suffering any downtime. A system administrator should ensure computer systems and internet servers work effectively and identifies and tackles any potential issues.

**Authorities & decision making:**

Installing, configuring, and maintaining servers, networks, and computer systems, managing software updates, handling security patches, and troubleshooting any technical issues that may arise.

**Qualification, experience & knowledge required:**

- **Qualification:** Bachelor’s Degree in IT (BIT, BSc in Data Science, BCA) from a well-recognized university.
- **Experience:** Minimum 4 years of work experience. Proven experience as a System Administrator or a similar role.
- **Knowledge:** Domain knowledge in the Linux operating system, Windows Operating System, Active Directory, System Patching, Cloud Computing, and troubleshooting. Proficiency in operating systems (e.g., Windows Server, Linux), networking protocols, and IT security principles.

**Endorsement of the TOR**

Designation	Signature	Date
Job Holder		
Immediate supervisor		
Human Resources		