

## JOB DESCRIPTION

| Senior Systems Administrator     |  |
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| <b>Location:</b>                 | Cape Town  |
| <b>Date:</b>                     | 01 October 2011  |
| <b>Reporting To:</b>             | Platforms Manager  |
| <b>Reporting to You:</b>         | n/a  |
| <b>Purpose</b>                   | Assist the SysOps and Platforms manager in aligning the Platforms division with the core requirements of the Operations organisation and company, through a proactive approach to system, network and application administration.  |
| <b>Key Responsibility Areas:</b> | <p><u>Essential Functions</u></p> <ul style="list-style-type: none"> <li>- responsible for effective installation/configuration, operation and maintenance of systems hardware, software and related infrastructure</li> <li>- <b>participation in technical research and development to enable continuing innovation within the infrastructure</b></li> <li>- service, maintain, commission and support global platforms, with a view towards high availability</li> </ul> <p><u>Technical Liaison</u></p> <ul style="list-style-type: none"> <li>- <b>managing technical relationships with VIP clients and vendors as needed, including event reports on request, running post mortem meetings and ownership of outstanding issues</b></li> <li>- <b>performing technical liaison between Platforms team, operations co-ordinator, and internal organizations</b></li> </ul> <p><u>Leadership Functions</u></p> <ul style="list-style-type: none"> <li>- lead Platforms team in absence of team lead</li> <li>- <b>provide technical mentorship to SysOps group</b></li> <li>- <b>technology and cultural evangelism throughout the business</b></li> </ul> <p><u>Architecture and Provisioning</u></p> <ul style="list-style-type: none"> <li>- installation/rebuilding of servers, configuration of hardware, peripherals, services, etc. in accordance with standards and project/operational requirements</li> <li>- <b>research and recommend innovative and automated approaches for system administration tasks</b></li> <li>- <b>research technologies and present recommendations and justifications for implementing</b></li> </ul> <p><u>Operations and Support</u></p> <ul style="list-style-type: none"> <li>- perform or confirm system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs, and verifying completion of scheduled jobs</li> </ul> |

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|   | <ul style="list-style-type: none"> <li>- <b>investigate and troubleshoot issues, including logging of defects, performing preliminary root-cause analysis and identifying course of action</b></li> <li>- repair and recover from hardware or software failures, including coordinating and communicating with impacted constituencies</li> </ul> <p><u>Maintenance</u></p> <ul style="list-style-type: none"> <li>- apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities</li> <li>- configure and/or add new services as necessary</li> <li>- maintain operational, configuration and/or other procedures</li> <li>- perform periodic performance reporting to support capacity planning</li> <li>- develop, deploy and maintain custom systems scripts and applications</li> </ul> <p><u>Security</u></p> <ul style="list-style-type: none"> <li>- <b>contribute to and maintain system standards</b></li> <li>- maintain data centre/server room environmental and monitoring equipment</li> <li>- ensure secure operation of all servers and services through the use of security and encryption tools, staff training and documentation</li> </ul> |
| <p><b>Core Competencies:</b></p>        | <ul style="list-style-type: none"> <li>- must have proven experience in a large, ISP environment and infrastructure</li> <li>- must have proven experience in production environments of: <ul style="list-style-type: none"> <li>- virtualisation infrastructure and virtualised systems</li> <li>- SAN storage solutions</li> <li>- software package building and release management</li> <li>- network/OS clustering</li> </ul> </li> <li>- must have proven international exposure to enterprise customers, working under SLA conditions and customer satisfaction targets</li> <li>- must have ability to manage expectations and customer experience at an enterprise level</li> <li>- must understand IP networks, including but not limited to working knowledge of DHCP, DNS, SMTP, FTP, HTTP</li> <li>- must have a solid understanding of operating systems, from bare steel to network services</li> <li>- must have a good understanding of networking, from Ethernet to IP</li> </ul>  |
| <p><b>General Competencies:</b></p>     | <ul style="list-style-type: none"> <li>- must be comfortable with Unix system and program installation, including but not limited to compilation and configuration</li> <li>- must have a good understanding of general security principles, specifically as they apply to system-level procedures</li> <li>- work experience in a web development environment advantageous</li> <li>- must have own transport and driver's license</li> </ul>  |
| <p><b>Experience and Education:</b></p> | <ul style="list-style-type: none"> <li>- <b>Red Hat Enterprise Linux certified (RHCE or better) preferred</b></li> <li>- <b>minimum of 10 years in a system administrative position</b></li> <li>- <b>minimum of 10 years working experience with Unix or derivative</b></li> <li>- minimum of 5 years experience troubleshooting hardware and/or software</li> <li>- minimum of 5 years programming or scripting experience</li> </ul>   |

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|   | <ul style="list-style-type: none"> <li>- MySQL or Oracle database administration training advantageous</li> <li>- Perl or python programming/scripting training advantageous</li> </ul>  |
| <p><b>Personal Characteristics:</b></p> | <ul style="list-style-type: none"> <li>- <b>strong interpersonal and communication skills, from managing expectations and abundant feedback to written and verbal intercourse, including enabling, collaboration, confidence and ability to listen</b></li> <li>- results-oriented, delivering activities to the best of ability and being motivated by achieving and delivering excellence</li> <li>- <b>customer focused, able to identify and effectively respond to the diverse needs of project customers and constituents</b></li> <li>- team player, able to work reliably and responsibly with internal and external colleagues, demonstrating cross-functional paradigm: working, encouraging and supporting others to achieve project and organisational goals</li> <li>- <b>responsible, ability to take ownership and willingness to assume accountability</b></li> <li>- time management skills, ability to balance inbound priorities while attending to those deemed most important, and able to clearly justify those decisions</li> <li>- productive mind, having analytical and logical abilities, systematic and orderly attention to detail</li> <li>- ability to work with a minimum of supervision, under stressful conditions, maintaining a professional attitude</li> </ul> |
| <p><b>Special Requirements:</b></p>     | <ul style="list-style-type: none"> <li>- <b>punctual, regular and on time attendance</b></li> <li>- standby, required to perform after hours on-call duties per roster</li> <li>- <b>availability, after hours work as required</b></li> <li>- travel, may be required to travel locally and abroad</li> </ul>   |
| <p><b>Note:</b></p>                     | <ul style="list-style-type: none"> <li>- to perform this job successfully, the individual must be able to perform each essential duty satisfactorily</li> <li>- the requirements listed above are representative of the knowledge, skill and or ability required and are not intended to be an exhaustive list of all duties and responsibilities associated with this job</li> <li>- you will be required to perform all reasonable duties assigned to you or related or incidental to the proper completion of your job tasks</li> <li>- during a colleague's leave of absence from the company or during month end or peak business periods, you may be required to perform other job tasks upon reasonable request from your line manager</li> <li>- relocation costs (if applicable) will be for own account</li> </ul>   |