

JOB DESCRIPTION

Systems Administrator	
Location:	Cape Town
Date:	01 August 2011
Reporting To:	MTS - IT Director
Reporting to You:	n/a
Purpose	Assist the Systems team with the core requirements of the department.
Key Responsibility Areas:	<p>Essential Functions</p> <p>Responsible for effective installation/configuration, operation and maintenance of systems hardware, software and related infrastructure</p> <p>Participation in technical research and development to enable continuing innovation within the infrastructure</p> <p>Ensuring network, hardware, operating systems, software applications and any related procedures adhere to organizational values, enabling staff, customers and partners</p> <p>Service, maintain, commission and support global platforms, with a view towards high availability</p> <p>Project Functions</p> <p>Assist project teams with technical issues in initiation and planning stages</p> <p>Research and development within project life-cycles</p> <p>Support of operations staff in executing, testing and rolling out solutions</p> <p>Architecture and Provisioning</p> <p>Installation/rebuilding of servers, configuration of hardware, peripherals, services, etc. in accordance with standards and project/operational requirements</p> <p>Develop and maintain installation and configuration procedures</p> <p>Research and recommend innovative and automated approaches for system administration tasks</p> <p>Identify approaches that leverage resources and provide economies of scale</p> <p>Research technologies and present recommendations and justifications for implementing</p>

Operations and Support

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

Perform or confirm regular file archival and purge as necessary

Create, change, and delete user accounts per request

Provide Tier 2 and Tier 3 support per request from various constituencies

Investigate and troubleshoot issues, including logging of defects, performing preliminary root-cause analysis and identifying course of action

Repair and recover from hardware or software failures, including coordinating and communicating with impacted constituencies

Maintenance

Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities

Configure and/or add new services as necessary

Upgrade and configure system software that supports infrastructure applications per project or operational needs

Maintain operational, configuration and/or other procedures

Perform periodic performance reporting to support capacity planning

Perform on-going performance tuning, hardware upgrades, and resource optimisation as required

Develop, deploy and maintain custom systems scripts and applications

Security

Perform or confirm regular security monitoring to identify any possible intrusions

Contribute to and maintain system standards

Perform or confirm daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary

Maintain data centre/server room environmental and monitoring equipment

Ensure secure operation of all servers and services through the use of security and encryption tools, staff training and documentation

Core Competencies:

Must understand IP networks, including but not limited to working knowledge of DHCP, DNS, SMTP, FTP, HTTP

Must have at least a fair knowledge of LDAP, MTAs (postfix or exim,

	<p>preferably), SQL servers (preferably MySQL, postgres or Oracle), HTTP servers (preferably apache or derivative)</p> <p>Must have an understanding of hardware platforms</p> <p>Must have a good knowledge of CICSO infrastructure</p> <p>Must have a solid understanding of operating systems, from bare steel to network services</p> <p>Must have a good understanding of networking, from Ethernet to IP</p> <p>Must have proven Unix or derivative proficiency, from user perspective to systems and network management</p> <p>Must have a solid understanding of backup methodology and infrastructure</p>
<p>General Competencies:</p>	<p>Must be comfortable within an MS Windows environment, including good working knowledge of the operating systems, interfaces, server tools and services, networking and general office productivity applications</p> <p>Must have familiarity of the RedHat Enterprise Linux distribution</p> <p>Must have an understanding of database server administration, specifically SQL RDBMS (preferably MySQL)</p> <p>Must be comfortable with Unix system and program installation, including but not limited to compilation and configuration</p> <p>Must have a good understanding of general security principles, specifically as they apply to system-level procedures</p> <p>Proven experience maintaining servers on the Internet, services open to the world (e.g. DNS, NFS, HTTP, FTP, etc.) advantageous</p> <p>Work experience in a web development environment advantageous</p> <p>Must have own transport and driver's license</p>
<p>Experience and Education:</p>	<p>Minimum of 3 years in a system administrative position</p> <p>Minimum of 2 years working experience with Unix or derivative</p> <p>Minimum of 2 years working experience with CISCO</p> <p>Minimum of 1 year experience troubleshooting hardware and/or software</p> <p>IT-related diploma or degree will be advantageous</p> <p>General desktop operating system experience (Mac advantageous)</p> <p>MS Active Directory experience advantageous</p>
<p>Personal Characteristics:</p>	<p>Strong interpersonal and communication skills, from managing expectations and abundant feedback to written and verbal intercourse, including enabling, collaboration, confidence and ability to listen</p> <p>Free thinker, having the ability to try non-traditional, intuitive or novel approaches to problems, and applying the strongest approach in the solution of a problem regardless of origin</p> <p>Results-oriented, delivering activities to the best of ability and being motivated</p>

	<p>by achieving and delivering excellence</p> <p>Customer focused, able to identify and effectively respond to the diverse needs of project customers and constituents</p> <p>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</p> <p>Initiative, able to work alone and reliably and responsibly achieve departmental, organisational and company goals</p> <p>Problem solver, able to reduce problems to manageable units, hypothesizing and assembling solutions to overcome the broader challenge in a reproducible and reliable manner</p> <p>Ability to learn and understand new products, technologies and applications</p> <p>Willingness to learn and change</p> <p>Responsible, ability to take ownership and willingness to assume accountability</p> <p>Time management skills, ability to balance inbound priorities while attending to those deemed most important, and able to clearly justify those decisions</p> <p>Productive mind, having analytical and logical abilities, systematic and orderly attention to detail</p> <p>Ability to work with a minimum of supervision, under stressful conditions, maintaining a professional attitude</p>
<p>Special Requirements:</p>	<p>Punctual, regular and on time attendance</p> <p>Standby, required to perform after hours on-call duties per roster</p> <p>Availability, after hours work if required</p> <p>Travel, may be required to travel locally and abroad</p>
<p>Note:</p>	<p>To perform this job successfully, the individual must be able to perform each essential duty satisfactorily. 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.</p> <p>You will be required to perform all reasonable duties assigned to you or related or incidental to the proper completion of your job tasks;</p> <p>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.</p> <p>Relocation costs (if applicable) will be for own account.</p>