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| **JOB DESCRIPTION** |
| **DATE:**  |
| COMPANY: |  | JOB TITLE: |  SYSTEM ADMINISTRATOR WINDOWS |
| DEPARTMENT: |  | CURRENT INCUMBENT: |  |
| DIRECT SUBORDINATES: |  | INDIRECT SUBORDINATES: |  |
| BRIEF DESCRIPTION: | The position of a Windows system administrator involves installing, configuring, and supporting an organisation's Windows-based server infrastructure. This includes performing necessary maintenance and monitoring to provide continuous network availability, security, server performance and availability of the file/print, email and Internet services. |
| QUALIFICATIONS & REQUIREMENTS: | * A computer-related bachelor’s degree or equivalent;is a pre-requisite
* Ability to use reason and logic to identify the strengths and weaknesses of alternative solutions, and to determine how a system should work and how changes in conditions, operations, and the environment will affect outcomes;
* Ability to identify complex problems and review related information to develop and evaluate options and implement solutions.
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| COMPETENCIES: | * Dependability — Job requires being reliable, responsible, and dependable, and fulfilling obligations.
* Attention to Detail — Job requires being thorough and careful about detail in completing work tasks.
* Cooperation — Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.
* Adaptability/Flexibility — Job requires being open to change (positive or negative) and to considerable variety in the workplace.
* Analytical Thinking — Job requires analysing information and using logic to address work-related issues and problems.
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| TASKS: | * Manage, support and ensure operating viability of LAN (Local Area Network) and WAN (Wide Area Network) both wired and wireless for all hours of operation, and report any abnormalities to the technical support manager;
* Manage Active Directory privileges, access right and computer environment by using Group Policy;
* Provide Windows Exchange Email Server Support;
* Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities;
* Assist in the planning, design, documentation, and implementation of various information systems to include servers, network equipment, and software applications;
* Ensure Windows server availability compliant to Service Level Agreements;
* Develop and maintain a DR(Disaster Recovery) Plan for networks and systems;
* Ensure infrastructure systems and services are operating at optimal level to ensure business functions, high availability and recoverability;
* Install new or rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project or operational requirements;
* Install new software releases, evaluate and install patches and resolve software related problems;
* Use a ticket management software to track progress on issues until resolution and closure;
* Work with developers, DBA service providers and data centre operators to coordinate the resolution of problems and issues;
* Perform daily system monitoring, analyse logs, verify the integrity and availability of all hardware, server resources, systems and key processes, review system and application logs, and verify completion of scheduled jobs such as backups.
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| LINES OF COMMUNICATION: | SPECIFY |
| WORKING CONDITIONS: |  Indicate whether the position is half time or full time. List any unique working conditions such as hours etc. |
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| SIGNATORIES: |  |
|  | NAME: | DATE: | SIGNATURE: |
| INCUMBENT: |  |  |  |
| LINE MANAGER: |  |  |  |
| HR MANAGER: |  |  |  |