

WE ARE HIRING

Job Title: Systems Administrator

Grade: Senior Officer

Department: Operations & Support Department

Unit: ICT

Reporting Line: Senior Manager – Information Technology



Purpose of the Job

The Systems Administrator will play a critical role in supporting the Information and Communication Technology (ICT) Department by ensuring the stable, secure, and efficient operation of the bank's IT infrastructure. This includes maintaining servers, operating systems, and related systems to support business operations and safeguard data integrity.

The incumbent will be responsible for installing, configuring, and maintaining physical and virtual servers, performing system backup, restoration testing, monitoring, conducting routine maintenance, and responding to incidents. The role also involves ensuring systems compliance with security and regulatory requirements, while optimizing performance and supporting business continuity initiatives.

Main Functions

- Server and Systems Management
- Monitoring and optimize system performance to ensure availability and reliability.
- Perform regular data backups and recovery testing to support disaster recovery and business continuity.
- Troubleshoot and resolve system issues, including hardware and software faults.
- Maintain and update documentation on configurations, processes, and procedures.
- Coordinate system upgrades and deployments in collaboration with ICT teams and external vendors.
- Provide user support and technical guidance

Main activities of the function

Server and Systems Management

- Install, configure, and maintain physical and virtual servers, ensuring compatibility with business applications.
- Manage server roles such as file servers, application servers, domain controllers, DNS, DHCP, and mail servers.
- Administer virtualization platforms (e.g., VMware, Hyper-V) for optimized resource utilization.

Systems Monitoring, Maintenance and Administration

- Monitor system health, performance metrics, and resource utilization using monitoring tools.
- Identify and proactively resolve system bottlenecks, hardware failures, and performance issues
- Conduct regular preventive maintenance and system tuning
- Daily Operational Checks:
 - Monitor the status of physical and virtual servers and data center environmental conditions to ensure optimal operational parameters (e.g., temperature, humidity, power).
 - Verify replication health at the DR site on the Virtualization Platform and Core Banking System (CBS) to ensure data integrity and failover readiness.
 - Perform routine maintenance on the CBS, including data backup, replication, and recovery processes, and optimize databases to maintain performance, availability, and security.
 - Check for antivirus updates and protection status across all servers and ATMs to ensure systems remain protected from malware and threats.
 - Monitor UPS systems in the data center to confirm power continuity and backup readiness. Ensure all security patches and updates for operating systems and applications are reviewed, tested, and applied.
 - Review system alerts and automated notifications delivered via email or SMS to detect and respond to incidents promptly.
- Scheduled Monitoring and Testing:
 - Perform weekly reviews of support team reports, identifying recurring issues or gaps in resolution.
 - Conduct quarterly backup restoration tests for CBS and mission-critical systems to validate data recoverability.
 - Carry out semi-annual business continuity and disaster recovery (BC/DR) tests, including scenario planning and system recovery simulations.
 - Maintain and periodically update test servers for critical systems to support development, testing, and patch validation.
- System Configuration and Administration:
 - Manage and update Group Policies (GPOs) within the Domain Controller to enforce security, access, and configuration standards.
 - Administer and maintain the Disaster Recovery (DR) site infrastructure, ensuring synchronization with production and readiness for switchover.
 - Oversee the renewal of digital certificates for all servers and applications to prevent service disruptions and maintain secure communication.
 - Manage the EMC storage infrastructure, including configuration, monitoring, provisioning, and performance optimization for both production and DR environments.
 - Oversee virtualization infrastructure (e.g., VMware/Hyper-V), including the creation of virtual servers, allocation of compute resources, and host-level maintenance.
 - Administer server resource allocation, including disk storage provisioning, capacity monitoring, and volume management.
 - Monitor and manage the server log system, ensuring logs are archived, analyzed, and retained in compliance with policy and audit requirements.

Documentation and Compliance:

- Maintain a current inventory of business systems, including system dependencies and ownership.
- Document application and database architectures, operational procedures, backup and restoration
- test results for internal use and audits.
- Administer and track vendor support contracts and software licenses to ensure coverage for key
- systems and timely renewals.
- Address and remediate audit findings timely, ensuring full compliance with internal, regulatory, and
- external audit recommendations.

Other Responsibilities:

- Carry out any additional duties as assigned by superiors in support of ICT operations and strategic
- objectives.

Coordinate system upgrades and deployments

- In collaboration with internal ICT teams and external vendors, ensuring minimal disruption to business
- operations. This includes planning, testing, scheduling, execution, post-deployment validation, and
- documenting the change as per change management procedures.

Internal and external relations of the function**Internal functional links**

- All entities of the Bank.
- In particular: the ICT Department.

Internal and external relations of the function**External partners**

- Group Information Technology support (PASS).
- Vendors.

Expected results of the function**• High Availability and Reliability of IT Systems**

- All critical banking systems operate with minimal downtime and meet or exceed defined service level agreements (SLAs).

• Secure and Compliant IT Environment

- Systems are hardened, regularly patched, and monitored to prevent unauthorized access or vulnerabilities, in full compliance with regulatory requirements and internal IT security policies.

• Successful Data Backup and Recovery Readiness

- Regular and verified backups are available, and restoration tests confirm the organization's ability to recover critical data and systems in the event of failure or disaster.

• Timely Execution of System Upgrades and Changes

- System upgrades, patches, and deployments are executed without disrupting business operations, following a structured change management process.

Accurate and Up-to-Date System Documentation

- All systems, configurations, procedures, and inventories are thoroughly documented and kept current to support audits, troubleshooting, and continuity of operations.

Internal and external relations of the function

Qualitative criteria

- Adherence to IT Policies and Regulatory Standards
- Proactive Problem-Solving and Responsiveness
- Quality of Documentation and Knowledge Sharing

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Competency Profile

Education

Bachelor's degree in computer science, Information and Communications Technology, System Engineering or related field

• Knowledge required.

- Industry certifications (e.g., MCSA/MCSE, CompTIA Server+, Linux+, VMware Certified Professional, Oracle certifications) are preferred.
- Minimum of 3–5 years' experience in systems administration, preferably in a regulated financial institution.
- Strong understanding of enterprise IT environments, Windows/Linux servers, and virtualization technologies.
- Hands-on experience with system monitoring tools (e.g., Nagios, Zabbix, SolarWinds), backup solutions (e.g., Veeam, Acronis, NetBackup), and security tools (e.g., antivirus, SIEM).
- Knowledge of IT security frameworks (e.g., NIST, ISO/IEC 27001) and banking ICT compliance standards.
- Ability to work under pressure, manage priorities, and communicate effectively with both technical and non-technical stakeholders.

Experience/ Knowledge/ Know-how

- Experience in System Administration

Human qualities and skills

- Have a good sense of listening and communication skills.
- Be able to take the necessary step back to understand the queries.
- Have ease in interpersonal relationships.
- Have a sense of initiative, a sense of responsibility and the ability to work independently and in a team.
- Discipline, rigor, discretion, sense of organization and integrity.
- Good Sense of training and Strength in making proposals.
- Dynamism and diplomacy.

Application deadline: 26th June. 2025

Mode of Application : Send your CV and Application Letter to hr@boatanzania.co.tz