System Administrator Job Description

JOB SUMMARY

As a key member of Centrum Information Technology Department, this position is responsible for all aspects of system administration including virtualization and server OS.

ORGANIZATIONAL STATUS

This position reports to the AVP – Information Technology and works with all technology staff.

ROLES & RESPONSIBILITIES

- **Server Deployment and Maintenance**
  1. Creating, Updating and Deploying Hypervisors (VMware and Hyper V) on IBM, HP, Dell Rack Mounted/Blade Systems.
  2. Creating, Updating and Deploying Windows and Linux Servers on
     - i On-premise Virtual Infrastructure using Master Images and Deployment Script.
     - ii On-Premise Physical Rack/Blade Servers from IBM, Dell, HP, Cisco
     - iii Cloud Infrastructure like AWS, Azure, etc.
  3. Install/Update Driver/Firmware on IBM, Dell, HP Blade/Rack Servers.
  4. Install/Update/Reconfigure Software RAID(Windows/Linux) and Hardware RAID (HP,DELL, IBM, Cisco) Blade/Rack Servers

- **Server Application Deployment and Configuration and Maintenance**
  1. Microsoft SQL Server (2005, 2008, 2012, 2014, 2016)
  2. Internet Information Server (6, 7, 8+)
  3. Apache Webserver 2.2, 2.4+
  4. MySQL/MariaDB/MongoDB

- **Day to Day Administration(including but not limited to)**
  1. Active Directory User Group and Group Policy Administration
  2. O365 Exchange Online User and Group Administration
  3. Access Control using Local and Active Directory
  4. Capacity and Event Monitoring on Hypervisor and Virtual Servers
  5. Deploying application patches/releases in UAT and Production Servers following change management procedures.
  6. Performing essential server backups e.g. system state, registry, event logs
  7. Auditing and Security (hardening / lockdown / baseline analysis)
  8. Managing Data Backup and Restore
  9. Desktop Deployment (including applications) using lite touch and zero touch modes.
  10. Perform on-site and remote technical support.
  11. Performing RCA of application/systems/network issues and submitting reports on major incidents.
  12. Maintain good communication with line manager on all tasks, projects and deliverables.

- **Reporting**
    1. Preparing Daily, Weekly and Monthly Reports for
        - i   Backup and Restore
        - ii Account Creation Deletion
        - iii Changes on Servers/Application/Network Infrastructure
        - iv Server Uptime
    2. Performing RCA and submitting reports on major incidents.
    3. Technical documentation of all application.
        - i   Network Diagram
        - ii Architecture Diagram
        - iii Standard Operating Procedures
        - iv KB for known issues and solutions
    4. Maintain SLA's and record of scheduled / unscheduled downtimes.

QUALIFICATIONS

Science Graduate (BSc, BCA, BSc – IT), Diploma in Computer Science / Electronics

RECOMMENDED CERTIFICATIONS

Microsoft Certified Solutions Associate (MCSA), Windows Server 2016

Red Hat Certified Engineer (RHCE)

VMware Certified Professional (VCP) – DCV 6.0 / 6.5

AWS Certified SysOps Administrator – Associate

EXPERIENCE:

Min. 4 years and current experience as an Administrator of a medium sized datacenter with 50 or more servers, desktop systems using current technologies. 2 years relevant experience in Banking and Financial services industry

SKILLSET REQUIRED:

- Minimum of 4 years of experience in handling servers in enterprise datacenter environment.
- Expert knowledge of installation, configuration and troubleshooting of VMware, Hyper V, Linux and Windows Servers.
- Expert knowledge of installing and configuring web servers like Apache, IIS and Tomcat.
- Working knowledge of patch distribution technologies e.g. MDT, SCCM, Puppet
- Working knowledge of Database maintenance, user role assignments and securing MSSQL 2012 / 2016.
- Working knowledge of security hardening / lockdown of Windows / Linux servers.
- Working knowledge of scripting languages PowerShell, Bash or Python
- Configuration of RAID Arrays, HBA's, NIC teaming on servers.
- Networking knowledge of troubleshooting TCP connections, routing and switching issues.
- Schedule, monitor and troubleshoot backup Jobs in Backup Exec, Veeam or Commvault.
- Expert knowledge of Windows Active Directory Administration.
- Working knowledge of Microsoft Office applications.
- Ability to manage multiple projects, activities and tasks simultaneously.
- Facilitation and change management skills.
- Good comprehension skills with regards to consuming technical manuals of all kinds
  Good verbal and written communication

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