1.0 IDENTIFICATION SECTION

JOB TITLE   :   SYSTEM ADMINISTRATOR

JOB GRADE   :   ZH4

DEPARTMENT **:**   ICT Directorate

2.0 JOB PURPOSE

- To effectively manage Application Design and development, software related service, Database administration, and management as well as software support within the ICT Department and ensure that the organisation's business application systems, are developed, maintained and supported to achieve the efficient and effective delivery of services and information.

3.0 KEY RESULT AREAS AND PRINCIPAL ACCOUNTABILITIES

KEY RESULT AREAS	PRINCIPAL ACCOUNTABILITIES (MAIN DUTIES)
Design, administration and Management of ICT Systems	- Improve application functionality and performance and provide suggestions for system and business improvements. - Identifying and resolving program errors, providing technical assistance to project managers and programmers including third-party consultant and venders, analyse existing applications and recommend improvements for these systems; design, create and install enhancements and upgrades, applications software or other programs. - Ensure that the business application systems supported by the IT Department are maintained to the highest possible standard with maximum levels of attainable productivity and efficiency. - Install and maintain the performance of ZCCM-IH group

	core databases according to set database standards. Develop processes for optimizing database security and determine, enforce and document database policies, procedures and standards. • Manage the design, development and implementations of software applications across ZCCM-IH group by ensuring thorough testing on the test environment is done before loading on the production and disaster recovery systems
Security System	• Ensuring appropriate security control is maintained in the IT department and all installed services in the organisation. • Ensures that the IT security and integrity of organizations ICT application and data is maintained accordingly to ZCCM-IH group standards, policies and procedures. • Conducts security control reviews for most control types and techniques and for most types of business applications and computer installations. • Direct and coordinate the design and operation of related compliance monitoring and improvement activities to ensure compliance both with internal security policies etc. and applicable laws and regulations
Backup Measures	• Ensure capacity management, monitoring and replication of services is happening as per RTO. • Ensure appropriate and effective disaster recovery mechanisms for the production operations and related systems are in place. • Ensure redundancy is built-in throughout all systems and Ensure Disaster Recovery Plans are tested and documented.
ICT Policy	• Adherence to policies and procedures by users/technical in terms of access to external and internal system and services. • Creating and maintaining IT technology standards, documentation and procedures for ZCCM-IH groups in line with the organisation standards.
Administration	• To research and make recommendations on software products and services for procurement; do feasibility studies for software and system products planned for purchase and give suggestions based on findings. • Direct and manage staff in the System Support section,

	including ensuring that ZCCM-IH'S performance tracking and management mechanisms are in effect
	• Develop team targets and goals.
	• Manage talent and identify staff development needs including training
	• Manage CAPEX and OPEX expenses within agreed budgets for IT related system.
	• Any other duties as assigned by Manager ICT.

4.0   REPORTING RELATIONSHIPS

a)   **Reports to**:

- Manager ICT

b)   **Other Jobs Reporting to (4a) above:**

- Network Administrator

2.5.5   ESSENTIAL/DESIRABLE QUALIFICATIONS/EXPERIENCE

a)   **Professional Qualification:**
- Grade 12 certificate
- Bachelors degree Computer Science; Information Systems; Computer Engineering
- Relevant certifications in networking, servers and knowledge will be added advantage.
- In-depth knowledge of Microsoft Operating Systems, UNIX/LINUX, CISCO Products
- Be mature, responsible and appreciative of the organisation's core business
- Relevant professional membership

b)   **Minimum Relevant Pre-Job Experience:**

- 2 years' experience in a similar position

c) Skill Specifications:
- Numerical skills
- Computer skills
- Technical skills

d) Other Attributes (Personality Traits)
- Integrity
- Innovative
- Collaborative

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Job Holder's Name: _____   Job Holder's Signature:_____

Supervisor's Name: _____   Supervisor's Signature: _____

Date of Issue: _____/_____/_____