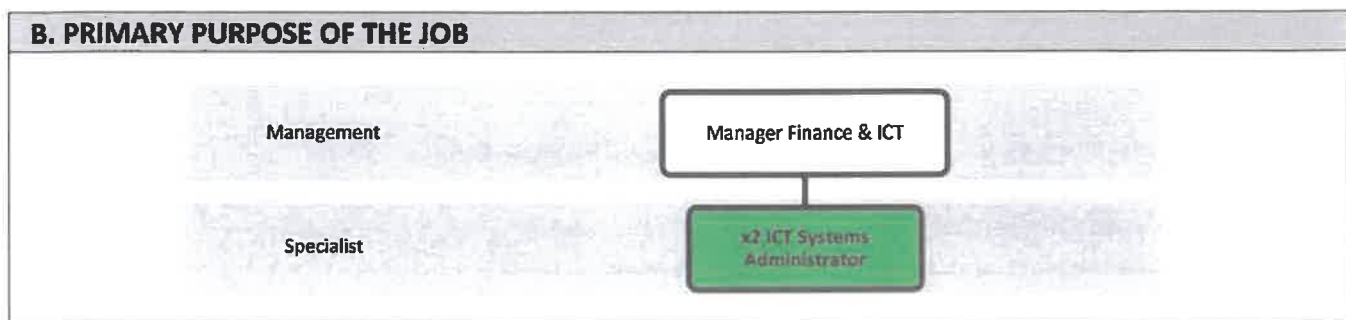




JOB PROFILE

A. POSITION INFORMATION	
Job Title	ICT Systems Administrator
Department	Finance, Administration and ICT
Division / Unit	Information Communication & Technology
Duty Station	
Reports to Position	Manager: Finance & ICT
Number of Direct Reports	None (0)
Job Description Completion Date	March 2025
PATERSON GRADING OUTCOME	C2



C. ORGANISATIONAL STRUCTURE	
Incumbent's Superior (1 Level)	Manager Finance & ICT
Incumbent's Job title	ICT Systems Administrator
Incumbent's Subordinates (Level 1) [Title/-s and Number/-s per Position]	None

D. POSITION IN THE ORGANISATIONAL STRUCTURE

E. JOB SPECIFICATIONS	
Minimum Academic Qualification	A Degree in Information Technology or related qualification
NQF Level (1-10)	NQF Level 7
Minimum Experience Required	Indicate number of years in relevant categories hereunder: Indicate highest level of experience.
• Executive / Senior Management	
• Middle Management	
• Supervisory	
• Training	'MCITP (Microsoft Certified IT Professional)



JOB PROFILE

Specific Industry / Area of Expertise (Indicate Area and Years)	5 Years relevant experience as a System Administrator
General Work	
Legal / Professional Requirements / Licenses	Code B Drivers Licence

F. CORE COMPETENCIES

Knowledge	Skills	Behaviour
Knowledge of both Microsoft and Linux environment	Managerial / Supervisory skills	
Knowledge of ICT standards and procedure implementation	Ability to communicate at all levels	
Clear understanding of ICT operations	Good financial background	
Project management skills	Negotiating skills	
Coordination and organizing skills	Emotionally mature	
Knowledge of the Namibian Labour Law where applicable to the job	Adaptability	
Knowledge of business process management	Ability to work under pressure and independently	
SYSTEMS ADMINISTRATOR	Strong sense of equity	
QUALITY CONTROLLER		
H/W SUPPORTER		

G. PRIMARY FACTORS OF POSITION	Indicate % hereunder - to add up to 100%
Office	80%
Technical Workshop	
Classroom	
Travelling / Field Work	20
Other (Specify)	Mostly Windhoek based and office bound. Occasional travelling to attend a specialist convention/seminar or visit the outside branches
Degree of Supervision Required (autonomy).	Indicate official reporting to direct supervisor hereunder. Select only one and indicate with [X].
Daily	
Weekly	
Monthly	80%
Quarterly	20%



JOB PROFILE

Work Pressure to Make Decisions.	Indicate pressure to make independent decisions, without reference to a supervisor, under normal conditions. Select only one and indicate with [X].
• Low (<30% in KPA's)	
• Medium (30-60% KPA's)	X
• High (>60% in KPA's)	
Forward Planning Required to execute KPA's.	Select only one and indicate with [X]. However, if more than one is applicable, indicate % forward planning for each relevant category; to add up to 100%.
• Daily	
• Weekly	
• Monthly	100%
• Quarterly/Annually	
• 3-5 Years Ahead	Annual to 3 years, some aspects 5 years.
Relevant Decision Making of Position.	Indicate % next to each level. Provide examples.
Strategic Decision Making.	
Operational Decision Making.	100%
Routine Decision Making.	

H. Key Performance Areas	Critical Tasks	Key Performance Indicators/Areas
1. Project and Provisioning	i. Engineering of SA-related solutions for various project and operational needs. ii. Install new / rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements. iii. Install and configure systems such as supports core business infrastructure applications or Asset Management applications. iv. Develop and maintain installation and configuration procedures. v. Contribute and adhere to the maintaining of system standards. vi. Research and recommend innovative, and where possible automated approaches for system administration tasks. Identify approaches that leverage our resources and provide economies of scale.	SYSTEMS ADMINISTRATOR
2. Maintenance	i. Apply software patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure / add new services as necessary.	QUALITY CONTROLLER



JOB PROFILE

H. Key Performance Areas	Critical Tasks	Key Performance Indicators/Areas
	ii. Upgrade and configure system software that supports core business infrastructure applications or Asset Management applications per project or operational needs. iii. Maintain operational, configuration, or other procedures. iv. Perform periodic performance reporting to support capacity planning. v. Perform ongoing performance tuning, hardware upgrades, and resource optimization as required. Configure CPU, memory, and disk partitions as required. vi. Maintain data center environmental and monitoring equipment.	
3. Operations and Support	i. Perform daily 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 such as backups. ii. Perform regular security monitoring to identify any possible intrusions. iii. Perform 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. iv. Perform regular file archival and purge as necessary. v. Create, change, and delete user accounts per request. vi. Provide Tier III/other support per request from various constituencies. Investigate and troubleshoot issues. vii. Repair and recover from hardware or software failures. Coordinate and communicate with impacted constituencies	H/W SUPPORTER
4. Operational Excellence	i. Ensure that services rendered are in accordance to the maintenance contracts on software and hardware ii. Ensures that all user licences and all licence requirements are adhered to. Monitors number of user licences to ensure that legal requirements are adhered to. 5.3 Notifies Manager: Information Systems regarding modifications, alterations, adjustments or replacements as identified. iii. Provides Information Systems Administrative Assistant timeously with all information for insurance purposes. iv. Investigates all in-house requests for hardware.	OPERATIONAL SUPPORTER



JOB PROFILE

H. Performance Areas	Key Critical Tasks	Key Performance Indicators/Areas
	v. Ensures all correspondence regarding quotations, service and maintenance contracts are correct in the divisions and forwards for approval to the Manager: Information Systems	
5. Team Development	i. Implement all strategies for all IT operations and supervise efficient working of technical IT staff. ii. Prepare the orientation program content for all new employees and ensure compliance to all deadlines iii. Coordinate and execute all IS policies and procedures for the IS department. iv. Oversee efficient working of IS technical personnel v. Organize and conduct all meetings with IS technical staff vi. Responsible for the overall HR related support (discipline, training, development and motivation) of the IS technical staff.	Supervision
I. DEGREE OF SUPERVISION AND WORK CLASSIFICATION:		
II. CAREER PROGRESSION PLAN		
i.		
I. JOB DESCRIPTION SIGN-OFF		
NAME	SIGNATURE	DATE
Incumbent	Incumbent	
Supervisor	Supervisor	
Approved by	AD Interim MD	

MISKA
 PERCY W.

Agri Market Training Agency
 OFFICE OF THE MANAGING DIRECTOR
 2025/07/07

Job Description Disclaimer: The statements included in this document are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.

