MINISTRY OF HEALTH

JOB DESCRIPTION AND SPECIFICATION

JOB TITLE:	Systems Administrator
JOB GRADE:	MIS/IT 6
DEPARTMENT:	Systems and Information Technology Unit
REPORTS TO:	Director, Systems and Information Technology Unit
MANAGES:	

This document is validated as an accurate and true description of the job as signified below

_____   _____

Employee   Date

_____   _____

Head of Department/Division   Date

_____   _____

Date received in Human Resource Division   Date created/revised

JOB PURPOSE

To ensure that all the information & Communication Technology solutions in the Ministry of Health and its agencies are operational and optimised. To ensure that all systems meet the needs of the Ministry and its users and that training is provided as the need arises. The incumbent will ensure that all requests for Management Information Systems support are addressed by either purchasing or the creation of the appropriate software.

KEY OUTPUTS

1. Servers maintained

2. New technology and software evaluated and recommendations submitted.

3. System Databases and Wide Area Network technology maintained.

4. WAN connectivity support provided

5. Reports prepared

6. System backup.

KEY RESPONSIBILITY AREAS

1. Administers Operating Systems on servers and workstations in the Ministry of Health.

2. Troubleshoots networks, systems and applications to identify and correct malfunctions and other operating difficulties.

3. Ensures system availability, including email and Internet access and WAN connectivity.

4. Responds to users requests as referenced by the Help Desk Coordinator and liaises with Technical Support Services.

5. Evaluates and/or recommends purchases of computer systems, network hardware, peripherals and software.

6. Establishes user profiles, directories and security for networks being maintained.

7. Maintains and monitors adequate backup of user and system data to ensure business continuity for MOH and its agencies.

8. Works as a team member with other technical staff to ensure connectivity and compatibility between systems.

9. Installs, configures and maintains the Ministry's routers and switches.

10. Works with vendors to resolve communications and system problems.

11. Ensures timely user notification of maintenance requirements and effects on system availability.

12. Logs all responses to user queries with the Help Desk.

13. Maintains confidentiality and security with regards to the information being stored or accessed by the network.

Performs any other related functions that may be assigned from time to time.

PERFORMANCE STANDARDS

1. System downtime does not exceed 10% per month.

2. Server system backup weekly, monthly and annually in accordance to standards IT practices

3. Computer related issues logged and feedback provided within 24 hours

REQUIRED COMPETENCIES

Functional/Technical Competencies
Working knowledge of Windows Operating Systems LINUX & UNIX hardware platforms
Sound knowledge of Personal Computer installation and maintenance
Good hardware, software and network troubleshooting skills
The ability to prioritise and work with minimal supervision
Ability to analyse, diagnose and resolve operation and system issues
Sound knowledge of Microsoft office Products, Microsoft Exchange, Windows operating systems and Unix/Linux, SQL server

Ability to provide guidance to technical staff, to troubleshoot LAN and WAN connectivity	
Working knowledge of FoxPro, Microsoft Access and Visual Basic	
Ability to test and document software applications	

Core Competencies	Levels
Oral Communication skills	2
Interpersonal skills	2
Problem solving and decision making	2
Technical skills	2
Teamwork and cooperation	2
Customer and quality focus	2
Initiative	2
Excellent time management	2
Planning and organizing	2
Confidentiality	2

MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Bachelors Degree in Computer Science or Information Systems plus five (5) years related experience; Or

- Any equivalent combination of education and experience

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Typical working environment, no adverse working conditions

AUTHORITY

N/A