

# JOB PROFILE

## 1. POSITION DETAIL

<b>CURRENT JOB TITLE</b>	Senior Server Administrator	<b>JOB GRADE</b>	C5 (R 484 706,11)
<b>PROPOSED JOB TITLE</b>	Senior Server Administrator		
<b>JOB CODE</b>			
<b>DEPARTMENT</b>	ICT		
<b>DATE REVIEWED</b>	02.2021		
<b>LOCATION</b>	Rosslyn		
<b>EMPLOYMENT STATUS</b>	Permanent		
<b>PURPOSE STATEMENT</b>			
The incumbent will report to the ICT Infrastructure Manager and provides technical support to the desktop support team as well as maintaining a good relationship with the Tenants, internal customers and service providers and all their ICT infrastructure requirements. Ensures that the company's Information and Communication Technology (ICT) systems are available, secure and functionally reliable; that clients and other authorized users are provided with support in order to use the ICT systems effectively; and to act as a coordinator on the operation of the ICT systems. Ensure governance and compliance. Develop and maintain ICT policies and procedures.			
<b>POSITION IN THE ORGANISATION</b>			
<b>LINE MANAGER</b>	<input type="text" value="ICT Infrastructure Manager"/>		
<b>POSITION</b>	<input type="text" value="Senior Server Administrator"/>		
<b>SUBORDINATE</b>	<input type="text" value="IT Interns, Trainees and Desktop Support Technicians"/>		
<b>SUBORDINATE POSITIONS</b>			
<i>Please provide job titles of subordinates and total number of employees per job title (organogram can be inserted)</i>			

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## 2. POSITION DESCRIPTION

MAIN OUTPUTS AND RESPONSIBILITIES FOR THIS POSITION – <i>(Please provide a short description under each heading/output)</i>	TIME SPENT
<p>1. Server Administration</p> <ul style="list-style-type: none"> <li>• To develop plans for the design, install new servers in the organization</li> <li>• To develop and implement administration, and optimization of organizational servers and related components to achieve high performance of the various business functions supported by the servers as necessary.</li> <li>• To ensure the availability of any client/server applications to the business at all times</li> <li>• To plan and configure all new implementations on the server environment as and when required by business</li> <li>• To develop processes and procedures for ongoing management of the server environment.</li> <li>• To assist in overseeing the physical security, integrity, and safety of the data center/server farm.</li> <li>• To assist in overseeing the physical security, integrity, and safety of the data center/server farm including the disaster recovery site</li> <li>• To provide 1<sup>st</sup> level support to desktop support staff on all server related incidents</li> <li>• To provide technical 2<sup>nd</sup> level support on all server related problem</li> <li>• To escalated all technical problems to the 3<sup>rd</sup> level (outsource partner) as and when necessary in liaison with the Senior Server Administrator and / or ICT Infrastructure Manager.</li> </ul>	<p>60%</p>
<p>2. ICT Administration</p> <ul style="list-style-type: none"> <li>• Administration and support of Active Directory Servers</li> <li>• Administration of Lotus Domino Servers</li> <li>• Administration and support of DHCP and DNS Servers</li> <li>• Administration of the hosted exchange server environment</li> <li>• Administration of the Virtualised Server environment in the organisation</li> <li>• Administration of the Patch Management Server in the organisation</li> <li>•</li> </ul>	<p>40%</p>

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<b>MAIN OUTPUTS AND RESPONSIBILITIES FOR THIS POSITION – (Please provide a short description under each heading/output)</b>	<b>TIME SPENT</b>
<ul style="list-style-type: none"><li>• Administration of the Backup Server in the organisation</li><li>• Administration of the Antivirus Server in the organisation</li><li>• Maintains a complete and accurate library of all server related hardware, parts and components</li><li>• Submit weekly timesheet for work done</li><li>• Submit weekly server management report to the ICT Infrastructure Manager</li></ul>	
<b>TOTAL</b>	<b>100 %</b>

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## 3. JOB EVALUATION CRITERIA

A) KNOWLEDGE AND SKILLS	
<b>FORMAL EDUCATION</b>	<ul style="list-style-type: none"><li>• Grade 12</li><li>• National Diploma in IT (NQF5) or Degree (NQF6) in ICT</li><li>• Management diploma</li></ul>
<b>TECHNICAL/ LEGAL CERTIFICATION</b>	<ul style="list-style-type: none"><li>•</li></ul>
<b>EXPERIENCE</b>	<p>3-5 years in a related environment</p> <ul style="list-style-type: none"><li>○ 2 in server administration</li><li>○ 1 Server Install and Design</li></ul>

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## 4. COMPETENCIES

COMPETENCIES		
KNOWLEDGE	SKILLS	ATTRIBUTES
ICT Knowledge	Communication	Time Management
System Applications	Advanced Computer	Patience
Management	Interpersonal	Tolerance
Policies and Procedures	Organisational	Attention to Detail
Risk	Problem Solving	Customer Focus
Governance	Planning	Innovation
	Analytical	
	Conflict Handling	
	Networking	
	Management (PLOC)	
	Server	
	R&D and Product development	

## 5. OTHER SPECIAL REQUIREMENTS

- Ability to work independently

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## B) DECISION MAKING

What are the most regular and complex challenges in the job? Please provide a couple of examples of regular problems that need to be resolved and not ad hoc scenarios or cases. Also indicate how these problems or challenges will be resolved.

- Limited Budgets
- Technical decision making and problem solving processes
- SLA management

Please name the resources utilised by the jobholder to solve problems or make decisions, e.g. the internet, manuals, policies, procedures, external resources, etc.

- Experience; Internet, manuals, policies, procedures, internal/external resources

Please provide the typical planning cycle of the job – macro as well as micro planning, e.g. macro – 3 – 5 years and micro – 1 year. Also provide examples to elaborate on the answer.

- Micro – Weekly, Monthly to Annual
- Macro – 5 year budgets and business plan

How long will it normally take before the impact of the judgement calls made by the jobholder will be felt in the business?

- Immediate
- Sometimes long term

What type of practices, procedures, policies, systems or outputs does the jobholder influence or change in his/her role as a Professional/Technical consultant or specialist – operational, tactical or strategic? Please apply the 60/40 rule and provide examples to elaborate on the answer.

- Make operational – 30%
- Tactical recommendations – 65%
- Strategic planning – 5%

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## C) ACCOUNTABILITY

What type of decisions can the jobholder take within his/her area of accountability and what type of decisions will typically be referred to the direct manager for sign off? Please provide a couple of examples of regular decisions/problem solving or judgement calls and not ad hoc scenarios or cases.

### **Jobholder accountability**

- Within DoA
- Operational decisions

### **Referral to Line Manager for approval**

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## D) COMMUNICATION

Please provide examples on the context, range and complexity of subject matters being communicated by the jobholder as well as the context, format and process of communication used to reach the target audience. Please refer to both verbal and written communication.

*(Concentrate on issues that make the communication process complex, e.g. communicating information to an audience that is not familiar with the concepts and technology, communicating to an audience that has their own opinions and the subject matter is of such a nature that no single interpretation can definitely be shown to be correct and the jobholder has to persuade the audience under these circumstances of what he/she thinks the best practice is, etc.)*

- Verbal – networking, negotiations, presentations, facilitation of discussions, engagement with stakeholders, and the like
- Written – operational plans, presentations – internal and external, reporting, e-mail, network correspondence, policies and procedures

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## APPROVED BY LINE MANGER

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## CONFIRMED BY HR EXECUTIVE

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## ACKNOWLEDGED BY INCUMBENT

Signature: \_\_\_\_\_ Date: \_\_\_\_\_