

Description of Service (Resources)

Resource	Description/ Responsibility	Evaluation Criteria
Specialist: Server Administration(X2)	Provide implementation and support services relating to the: - Setting Up of Servers - Administration of Servers - Administering and Setup of Virtual Environments - Administering and Automation of Backups and Replication Role Activities: - Install, configure, upgrade and maintain hardware and software systems as per SABS ICT governance protocols. - Configure, maintain and upgrade best in class operating systems. - Perform back-up, recovery and retrieval functions as required within the Server Administration environment. - In collaboration with ICT Architecture contribute towards the development of the ICT Server Infrastructure architecture. - In collaboration with ICT Security develop and maintain the Server Security framework and protocols. - Monitor and report on the capacity and performance of the server infrastructure to ensure availability and accessibility in line with ICT protocols. - Perform VPN administration (DNS, DHCP etc.) within SABS. - Build, configure and restore domain controllers within SABS. - Administer and maintain system accounts through active directory. - Review server and application logs. - Administer the network environment as per SABS requirements. - Provide technical guidance and advice related to the hardware and software upgrades, modifications and improvements within the ICT environment. - Monitor and maintain configurations of various SABS datacentres (including APN, availability, accessibility and redundancies, etc.) - Prepare technical documentations and reports on the operation of relevant server infrastructure as required. - Resolve all adverse audit findings linked to server infrastructure timeously. - Install new or rebuild existing servers in accordance with standards and operational requirements.	• Diploma +Advanced Diploma/ B-Degree in ICT, IS, Computer Science or a related field. • MCSE Certified – Productivity certification is essential. • Server + Certification is essential. • Oracle Certified Server Associate is advantageous. • VMWare certification is preferred. • Information Technology Infrastructure Library (ITIL) Foundation Certification is essential. • 8 years’ relevant work experience in Server Administration in corporate environment • Proven track record in upgrading, modifying and improving server infrastructure within a corporate environment. • Proven track record in deploying server security processes within a corporate environment

	- Monitor the SABS disaster recovery (DR) site and administer all critical server infrastructure replication to the DR environment and ensure all testing and verifications are completed efficiently. - Repair and recover server infrastructure from hardware or software failures and data loss incidents. - Implement server security as per the SABS standard operating procedures. - Assist in identifying and adhering to fraud controls, risk prevention principles, sound governance and compliance processes, and tools to identify and manage risks - Support and provide evidence to all internal and external audit and regulatory requirements. - Maintain quality risk management standards in line with regulatory requirements. - Maintain and enforce all related Service Level Agreements to minimise business risk and ensure business continuity. - Adhere to all relevant laws, policies and Standard Operating Procedures throughout the organisation - Build and maintain effective internal and external stakeholder relationships for the purpose of expectations management, knowledge sharing and integration, and to manage the organisation's reputation. - Represent and participate in the organisation's committees and tasks teams when required. - Convene and attend meetings and present relevant information stakeholders when required. - Ensure the provision of excellent customer service. - Resolve queries and problems within span of control and within agreed time frames. - Follow up on unresolved queries and complaints where required. - Liaise with relevant stakeholders regarding follow-up of information, as required for tender requests. - Provide subject-matter advocacy and expertise to all relevant stakeholders. - Manage internal and external relationships to ensure that business process engineering best practices are implemented across the organisation.	
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