

JOB DESCRIPTION FOR NETWORK ADMINISTRATOR

Job Title	Network Administrator
Department	ICT
Title of Immediate Supervisor	ICT Manager
Name of job holder	
Main Role	<p>1. To Provide network administration and technical support of network and hardware equipment. Responsible for ensuring that all networks, Server and desktop hardware (including peripherals) is correctly installed, configured, maintained and is available and secure.</p> <p>2. To provide information security of bank technology and computer systems. For example computers, networks, programs and data from unauthorized access or damage.</p> <p>3.To handle Network Troubleshooting, System Administration, Firewall Administration, Information Security Policies, Penetration testing,, Ethical Hacking, Security Analyst.</p>
Duties & Responsibilities	<ol style="list-style-type: none"> 1. Technical Support and Administration 2. Administration, installation and support of all Wide Area Networks, Local Area Networks and Telecoms equipment that exist within ABC Capital Bank(both branch and Head Office) including user administration, security, reliability and availability. 3. Install, maintain, troubleshoot, repair, upgrade and support hardware (Servers, PCs, peripherals, printers, and scanners), operating systems and standard software. 4. Administration and support of Active Directory, email and enterprise anti-virus software. 5. Participate as a key player in the setup of new branches by installing, configuring and supporting all newly installed network and Hardware equipment. 6. Offer general technical support to all computer users, both emergency and routine. 7. Troubleshoot all network and Hardware issues to identify and resolve issues affecting users. 8. Support of internet connectivity to branches. 9. Advise on compatibility of hardware, applications and operating systems, according to user requirements. 10. Provide specifications for the procurement of hardware and software. 11. Maintain an inventory of equipment including that under repair and requisitioning for the procurement of hardware components as required. 12. Ensure the routine maintenance and servicing of equipment 13. Ensure that all IT users adhere to the ABC Capital Bank IT policies. 14. Liaise with the IT Manager regarding any technical issues that affect operations at the branch and providing recommendations on how they should best be handled.

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	<p>15. Assist with documentation for the IT department such as contributions to the IT manual, Technical Support documentation and other related IT documents.</p> <p>ICT Security</p> <ol style="list-style-type: none"> 1. Set and implement user access controls and identity and access management systems 2. Monitor network and application performance to identify and irregular activity 3. Assess current situations with the network security and carry out regular audits to ensure security practices are compliant 4. Deploy endpoint detection and prevention tools to thwart malicious hacks 5. Set up patch management systems to update applications automatically 6. Implement comprehensive vulnerability management systems across all assets on-premises and in the cloud 7. Protect computer systems by creating barriers deterring external access to them 8. Recognize problems within systems by identifying uncharacteristic activity 9. Implement improvements where needed and keep the users informed by completing performance reports on a regular basis to communicate the status of the system security. 10. Work with IT operations to set up a shared disaster recovery/business continuity plan 11. Work with HR and/or team leads to educate employees on how to identify suspicious activity <p>Documentation</p> <ol style="list-style-type: none"> 1. Assist with the documentation and implementation of ICT department policies relating to Desktop, Network and Internet Management, Service Level Agreements with end-users and with externally contracted companies. 2. Maintain an inventory of hardware and software and the documentation of hardware configuration. 3. Train staff in IT usage 4. Perform any other duties that may be assigned by management from time to time.
Competencies	<p>Knowledge:-</p> <ul style="list-style-type: none"> • Bachelor's degree in IT, Computer Science or a related field. <p>Professional Qualifications:- Professional Certification such as Oracle Certified</p>

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	<p>Professional (OCP), Sun Solaris Systems /Network/Security Administrator, Cisco Certification etc. are desirable.</p> <p>Experience:-</p> <ul style="list-style-type: none">• At least 3 years working experience in ICT Systems and Infrastructure Support• Familiarity with service delivery culture and support function <p>Personal competencies:-</p> <ul style="list-style-type: none">• A structured approach to dealing with complex and variable work environments in an independent manner.• Ability to balance opposing business requirements.• Ability to balance long term and short term requirements independently• Strong evaluation, communication and reporting skills• Able to provide advice and cause/effect evaluation to support business decision making• Independent and logical thinker, yet an achiever and implementer• Leads by example• Good at managing large volumes of information and can add value through management reporting• Builds relationships and networks easily• Has a strong service ethic <p>Critical Skills for ICT Security Professionals:-</p> <p>Successful IT security professionals need more than technical skills, they require to be:-</p> <p>Strategists - should be able to proactively implement security measures and controls within organizations, weighing the consequences of any action. Advanced security protocols require tactical and strategic evaluations of workflows, dependencies, budgets, and resources. Because new methods to hack information are continually developing, professionals must be a step ahead, studying how hackers enter networks and procedures for thwarting them.</p> <ul style="list-style-type: none">• Communicators - Management and communication skills ensure effective coordination with teams and clients. Technology and security touch every professional in an organization. Security professionals must interact in meaningful ways by training and empowering employees to help protect systems.• Lifelong Learners - Another must-have skill is technical competence. With the pace of development in IT security, this means ongoing research, training, and earning standard certifications. These professionals should constantly be learning new advanced technology skills to be able to resolve complex security issues.
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	Title/People contacted	Purpose	
Immediate Contacts:-	Internal contacts	-Head of ICT -EXCO team. -Branch Managers -Other staff as per need and requirement.	Coordinate ICT strategy for the bank. Prepare and report progress on on-going projects. Discuss solutions to ICT problems. Formulate and co-ordinate new/on-going or existing projects.
	External contacts	Other Banks MIS or ICT departments. Vendors	Networking and sharing of knowledge. Arrange supply of services and/or Equipment