

THE ORGANISATION

Our client is a donor funded organisation and development partner in Namibia that works closely with the Ministry of Health and Social Services' (MoHSS) Directorate of Special Programmes (DSP). They promote activities that increase human capacity for providing HIV/AIDS clinical care and support and assist with the development of health care worker systems that are locally-determined, optimally resourced, highly responsive and self-sustaining in countries and regions hardest hit by the AIDS epidemic. In partnership with the MoHSS, staff is deployed at hospitals and health facilities across the country to form part of a coordinated effort. They now seek to appoint an appropriately qualified and experienced candidate to fill the following position:

SYSTEMS ADMINISTRATOR

THE POSITION

The main purpose of the assignment is to assist the Senior Information Technology (IT) Officer and be responsible for managing the local area network (LAN) infrastructure, systems configuration, maintenance and providing end user support for our client in total Namibia.

Key Areas of Focus and deliverables are :

You will be responsible for:

- LAN/WAN Management 30%
- Systems Analysis 25%
- Program and Customer Support 40%
- Perform Other Duties as Assigned 5%

More specifically the Systems Administrator :

- Manages computers and network systems involving the use of computer technology for a wide variety of administrative and/or scientific applications;
- Oversees LAN and WAN systems at the project and manages its overall operations, design, installation, modification and maintenance for 120 desktop and laptop users;
- Provides technical support to operate and maintain two networks;
- Provides project collaborators with technical assistance in the installation and maintenance of their LAN, desktop / laptop computers and telecommunication systems;
- Leads project staff in capacity planning, implementation and maintenance of all LAN / WAN systems;
- Serves as primary contact in the absence of supervisor to headquarters in Atlanta for LAN / WAN implementation and support questions for all project sites;
- Provides technical support for all communications technologies, including but not limited to e-mail administration and Internet connectivity and use.
- Oversees all daily hardware and software needs of the project and advises the client on future directions and capacity building for project computer and telecommunication and Digital Video Conferencing (DVC) systems;
- Ensures all hardware and software integrity through development, identification and use of strict licensing compliance, security and systems architecture guidelines and documentation;
- Ensures computer system integrity by designing backup and virus/intrusion protection procedures; ensures secure use and administration of all system and client passwords, as well as individual and group information access rights;
- Ensures that computer hardware systems and peripheral equipment operate according to the client's computer Security policies, standards and guidelines;
- Performs other duties as assigned by the Senior IT Officer.
- Provides user support; which includes but is not limited to providing technical assistance to groups and or individual users, troubleshooting on all official equipment and software in use throughout the project. High quality customer service will be of primary importance in carrying out day-to-day activities.
- Maximizes desktop and laptop environments and ensures optimal system performance; compiles documentation for all systems, network, and user procedures;
- Updates and maintains asset control and improves current asset control procedures; responsible for disaster recovery planning and backup

- procedures and future planning with the input of the Senior IT Officer;
- Identifies training needs and develops appropriate user training materials in both formal and informal settings. Responsible for the network operations of the project and its partner organizations.
- Performs unique network support in that he/she supports two different networks which are independent of each other though co-located in the same building. Great care must be taken in interpreting the different policies that apply to these two distinct networks. Provide technical advice and assistance with all IT and communications related procurement for the project and Co-Operative Agreement Partners to ensure equipment is in compliance and compatible with existing and future standards.

THE PERSON

Minimum requirements

Education: At least a National Diploma in Business Computing, Information Technology, Information Systems Management or equivalent is required. A degree in an IT related field will be a distinct advantage.

Prior work Experience

At least three years of experience, demonstrating progressively increasing responsibility in a programmatic, technical, or systems administrative position where emphasis is placed on systems administration, LAN administration, analytical, judgmental and expository abilities with respect to the operation, management and utilization of computer systems and networks.

Competency requirements

- **Language Proficiency:** Above average ability in written and spoken English.
- **Job Knowledge:** Possess good knowledge of microcomputer hardware and software, LAN operating systems, LAN based application software, security, communications and diagnostic tools. Must possess good knowledge of systems analysis and design techniques; computer equipment operation management; hardware and software technology; technical aspects of analysis, telecommunications and management advisory services; acquisition policies and procedures relative to telecommunication equipment and computer hardware and software; and management practices. Must possess sufficient technical knowledge to develop long range (1-5 years) plans, system architecture and technology implementations to ensure high reliability, availability, performance and serviceability of systems. Must be familiar with project-related software, such as MS Server 2003/2008, Exchange 2003/2010, MS Windows XP Pro, Symantec Ghost Imaging, Symantec End Point 11, Symantec Backup Exec 11d, MS Office packages and knowledge of packages such as Epi Info, SPSS and SAS.
- **Skills and Abilities:** Good technical skills to trouble-shoot, diagnose and resolve hardware and software problems, thereby maximizing the capabilities of project computer resources. Ability to explain complex computer and automation concepts to management and end users.
- Possess excellent interpersonal communication skills for all user interactions, contract management, troubleshooting, resolving systems issues, and communicating with key officials, project personnel, and partner agencies.
- The ability to carry + 20kg of computer and/or other equipment.

INTERESTED ?

The successful candidate will be on a fixed term contract and an attractive package commensurate with qualifications and experience is offered. The closing date is **28 January 2011** and suitably qualified Namibian candidates are encouraged to apply. Kindly forward your electronic CV to lizelle@potentia.com.na before the closing date. **NB. All applications will be handled exclusively by Potentia Namibia. We will only correspond with the shortlisted candidates.**



POTENTIA

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