
COMPANY: SASFIN BANK LTD
DIVISION: Information Technology
JOB TITLE: Infrastructure Administrator
MANAGER: Infrastructure Manager
LOCATION: Waverley, Johannesburg

MAIN PURPOSE OF THE JOB

The Infrastructure Administrator is responsible for ensuring that the performance and availability of the server and network infrastructure is maintained to the highest standard with maximum levels of productivity and efficiency. They are responsible for ongoing administration and support of all Infrastructure systems.

Administrators are responsible for

- advising systematic know how of procedures, operations and work instructions
- checking systems and equipment for substandard performance or malfunctioning
- fixing systems and equipment problems
- identifying performance problems and malfunctions
- maintaining hardware and corresponding documentation of fixes, notes and recommendations
- performing hardware checks using appropriate testing and benchmarking tools
- daily infrastructure checks and reports

Infrastructure deals with

- *Communications and connectivity* :- , Network configuration, Network devices and equipment, Network infrastructure preparation, Network management tools, Network monitoring (traffic, transmission quality, etc...), Network security, encryption and PKI, Network support, Phone, satellite, wireless and cables, Switch technologies and PBX's, Telecommunications policy and standards, Backup and restore techniques, Logistics setup and maintenance, Performance monitoring and tools, Service level agreements, Systematic and routine tasks, Updating live systems
- *Enterprise security design* :- Firewalls (hardware/software), Information security, Internet security, Securing different networks and connectivity types, Security for applications, databases and websites, Security for control and accessibility equipment, Security infrastructure, Security standards and protocols, Security tools, Server security, Security auditing

An Infrastructure Administrator must have the ability to work on:

- Communications and connectivity
- Internet technologies, IP technologies
- Network devices and equipment
- Network management tools
- Networking design and diagrams
- Networking standards and protocols
- Routers, switches, hubs, and firewalls
- Wired, wireless, and satellite networks
- Windows Server Operating systems
- Systems Centre Products
- Microsoft Exchange
- Hyper V Hosts
- SAN Storage
- SQL Administration and monitoring

KEY AREAS OF RESPONSIBILITY

1. Monitoring
 - a. Maintain monitoring and management platforms
 - b. Monitoring network usage; gathering monitoring statistics
 - c. Managing routine preventative procedures and maintaining and monitoring network security
 - d. Proactively manage the monitoring and reporting of infrastructure capacity including bandwidth, storage etc.
 - e. Provide capacity usage information to facilitate capacity planning

2. Analysis
 - a. Analysing and resolving faults,
 - b. Ensuring that all IT equipment complies with industry standards;
 - c. Monitoring network environments.
 - d. Updating process, procedure.
3. Installation and configuration (Maintenance and New Requirements)
 - a. Administering IT developments and undertaking project work,
 - b. Proactively maintain infrastructure to prevent failures
 - c. Maintenance of development and testing network environments
 - d. Supporting and maintaining new server hardware and software infrastructure;
 - e. Setting up of user accounts, permissions and passwords to ensure compliance with policy
4. Technical Support
 - a. Provide infrastructure tier 1 support
 - b. Escalate to infrastructure tier 2 support (Infrastructure Engineers) or 3rd party when required
 - c. Providing training and technical support for Infrastructure Administrators
5. Operations
 - a. Compile daily operational reporting for review by management team
 - b. Provide operational backup to other Infrastructure Administrator in their absence

DESCRIPTION OF TASKS

1. Service Management
 - a. Administer and support server and network infrastructure
 - b. Log and follow-up issues with Vendors
 - c. Monitor and analyse system trends in the operational environment
 - d. Perform health system checks on areas of responsibility
2. IT Procedures
 - a. Ensure systems adhere to OLAs and SLAs
 - b. Ensure projects, tasks and operations follow company and departmental policies and procedures
3. Feedback and activity updates to:
 - a. Line Manager : this role reports to Infrastructure Manager
 - b. Team Lead : this role feeds back to Infrastructure Team Lead
 - c. Service Manager : this role provides daily operational reporting to the Service Manager
 - d. Infrastructure Engineers – this role is required to do shift handover to other engineers.

SKILLS AND QUALIFICATIONS REQUIRED

1. Business / Industry Experience
 - a. Experienced in banking, stockbroking, transactional finance,
2. Education
 - a. Matric plus an appropriate tertiary qualification (NQF5 or above) with 1 years relevant experience in Infrastructure OR Matric with 2 years relevant experience in Infrastructure
 - b. Microsoft Certified IT Professional (MCITP): Enterprise Administrator
 - c. HP Accredited Systems Engineer (ASE)
 - d. Cisco Certified Network Associate (CCNA)
 - e. Cisco Certified Network Associate: Voice (CCNA: Voice)
3. Experience
 - a. Minimum 2 years' experience in maintaining Microsoft network in a medium to large scale environment
 - b. Experience in a high-availability, online transacting environment.
 - c. Thorough understanding of Microsoft Windows Server System technologies
4. Technology
 - a. Experience managing Cisco network devices.
 - b. Experience with Hewlett Packard server and storage technologies.

- c. Experience with multiple storage and backup subsystems.
 - d. Experience with Cisco IP Telephony.
5. Methodology
- a. Exposure to Microsoft Operations Framework (MOF) with preference to attendance of course 1737 - MOF Essentials
 - b. ITIL Foundations Certificate

PERSONAL ATTRIBUTES

- Working Style
 - Teamwork and cross collaboration ability
 - Mind-set that understands the critical importance of service availability, recoverability, maintainability and scalability.
 - Prepared to meet measurable targets for uptime and performance
 - Prepared to work after hours, shifts and be on standby on a scheduled basis.
- Communication skills
 - Ability to conduct technical planning sessions
 - Ability to feedback on technical issues in a structured manner
- Time Management
 - Solid work ethic with attention to detail
 - Ability to work under pressure
- Conformance
 - Strong process background in change control, backup strategies and disaster recovery
 - Ability to adhere to very strict policies and procedures
 - Focus on planning, testing and carefully controlled implementations

REMUNERATION

Total Cost to Company, market related depending on qualification and experience.

Interested applicants can forward their CV to sasfinrecruitment@sasfin.com by no later than: 12 July 2016.

*Please consider your application unsuccessful if you have not received a response within 2 weeks of submission.