Job Title	Management Trainee – Systems Administrator
Directorate	Technical Services
Department	Data Center
Reporting to	System Administrator
Salary Grade	N7
Jobs that report to this role	None

Job Purpose

Assist in the configuration and maintenance of the Government collaboration software and related services that will be implemented in the Primary Data Centre.

Key Accountabilities

- Assist in the management of all hardware, applications, services, and operating systems in the Data Centre.
- Provide support in the design and acquisition of tools to proactively identify errors, ensuring efficient and effective use of resources.
- Provide Tier 2/3 technical support for internal and external customers 24/7/365
- Support in the Development of application policies and procedures; monitoring compliance with these.
- Provide support to ensure that server operating systems, storage systems, and applications are up to date with the latest patches and antivirus updates.
- Provide support in the Implementation, integration, and support of Data Centre Applications, storage Systems, and other platforms e.g., Cloud and virtualization platforms.
- Perform any other duties, which may be assigned from time to time

Position Requirements

Education

- Bachelor's Degree in Computer Science, Information Systems, Information Technology, Telecommunications Engineering, or similar.
- Training/Professional certifications such as ITIL etc. will be an added advantage

Experience

- At least six (6) months of hands-on working experience in an IT role.

Technical Expertise
• Knowledge of Active Directory, Windows, or Linux. • Strong exposure in Infrastructure Engineering with a focus on Data centres, Cloud, Linux Servers, Windows Servers, and Virtualization Administration

Personal Skills
- Interpersonal Skills
- Fast learner
- High level of integrity
- Excellent communication and report-writing
- Organization and coordination
- Punctuality
- Teamwork
- Critical thinking and analysis
- Excellent customer relations
- Self-starter and a can-do approach