

## TERMS OF REFERENCE

Job holder name:	Designation: IT Officer (System Administrator)
Job grade: M4	Directly reports to: Head, Datacenter Operations.

### Job purpose {define the key aspects of the role briefly – why does the job exist?}

System Administrator will be responsible for monitoring, controlling and reporting of all the systems that are implemented in Bank. This would also include to analyze future requirement and system upgrade plan.

### Key responsibilities {define the key responsibilities of the job}

- ✓ Installs, configures, and optimizes operating systems;
- ✓ Installs, tests, and documents security patches;
- ✓ Develops, tests, documents, implements and enhances backup and recovery procedures;
- ✓ Develops, documents, implements and enhances applications change-management procedures and activities;
- ✓ Manage and administer all system users;
- ✓ Maintain and document all system users for audit trail;
- ✓ Monitor all software and hardware products and ensure compliance to Data Center standards and best practice;
- ✓ Installation and maintenance of all hardware and software;
- ✓ Arranging for repair of hardware during hardware failures;
- ✓ Create filesystem;
- ✓ Install operating system, necessary files and other related software;
- ✓ Ensuring user activity are in compliance with Bank's IT policies and procedures;
- ✓ Administration and maintenance of all servers;
- ✓ Maintain software library and backup media library; and
- ✓ Perform other related duties as assigned by the authority.

### Additional Responsibilities:

1. Supervise, Operate and Maintain Access Control System, Automatic GAS/Fire Suppressing System, Water Detection System, Monitoring System and other Environmental System at Data Center and Disaster Recovery Center.
2. Assist in the procurement process including RFP/specification preparation, Bid evaluation, BoM negotiation and contract finalization.
3. Perform other related duties as assigned by the authority.
4. **Mobile:** Should be available 7 x 24 over voice and SMS.

**5. Internet:** Should be available 7 x 24 over email

**Areas of contribution** {define the key areas of performance measurement}

To have the standard setup of system environment and ensure 100% availability and reliability of the system in Bank.

**Authorities** {define the key authorities implicit to the job **but not financial responsibilities**}

The position shall not have any decision making authority and shall execute day to day work in close consultation with the supervisor.

**Experience & knowledge required** {define the experience & knowledge required to do the job}

- ✓ BCA, B.Sc IT, BIT, B.Sc Computer Science
- ✓ Strong interpersonal and managerial skills;
- ✓ Good communication, report writing and decision making skills;
- ✓ Ability to encourage and motivate workforce under the incumbent circumstances;
- ✓ Ability to work in team with decision making capabilities under stressed condition;
- ✓ Hands on experience and knowledge with a minimum of two operating systems such as LINUX, Solaris and Windows;
- ✓ Ability to understand and absorb new technologies and interest in continuous learning.

**Complexity & judgment** {define the job complexities & areas where judgments by job-holder are vital}

- ✓ Impact of changes in system settings from business as well as performance aspects
- ✓ Determine need for customization of system functionalities
- ✓ Based on emerging business plans of the Bank, identify potential customizations/ enhancements requirements

**Freedom of decision-making** {define the areas where the job-holder can exercise independent decision making}

- ✓ Recommend tools required for the job role
- ✓ Design and recommend to the supervisor the most appropriate solution for implementation
- ✓ Use of various open software tools for improving efficiency

**Approvals** {signatures in this section denote agreement to the job description}



<b>Designation</b>	<b>Signature</b>	<b>Date</b>
<b>Job Holder</b>		
<b>Chief Information Officer</b>		
<b>Head, Human Resources</b>		