



VACANCIES

1- SYSTEMS ADMINISTRATOR

SECTION I:

This section gives a brief description of why the job exists in relation to the larger context of the organization and its goals.

Job Title:	SYSTEMS ADMINISTRATOR
Department:	ICT CENTER
Location:	LUANAR (UNIVERSITY OFFICE)

ORGANIZATIONAL STRUCTURE:

Supervisor (2 nd Level):	Deputy Director ICT
Supervisor (1 st Level):	Infrastructure and Systems Manager
Incumbent Job Title:	Systems Administrator
Subordinates (1 st Level):	None
Subordinates (2 nd Level):	None

MAIN PURPOSE OF THE JOB:

The systems administrator is key role in managing, deploying and protecting the university's ICT Infrastructure. He will maintain essential ICT operations, including operating systems, security tools, applications, servers, email systems, laptop and desktop software, and hardware. He/she will own solutions, and key responsibilities within the university and handle business-critical ICT tasks and systems. He/she will be an enabler of faster and smarter business processes and implement analytics for meaningful insights; nurture dependable ICT infrastructure that's always up and running. In this role, he will protect the university critical information, systems, and assets; build solutions, implement new software and hardware, provide training, and assist in the development of an overall ICT procedures. He/she will apply his skills to technology-based university model that creates real-world solutions for the university.

He will contribute to business cases and proposals for collaboration or innovation and development, including technology assessment. Ensuring all systems are correctly administered, supported and upgraded to provide maximum reliability and performance.

Resourcefulness is a necessary skill in this role. He/she should also have the patience to communicate with a variety of interdisciplinary teams and users. The goal is to ensure that the university technology infrastructure runs smoothly and efficiently. Ultimately, he/she will ensure university ICT systems are secure, consistent and reliable and develop ICT best practices in support of Luanar's mission.

Agreed by incumbent

Print name..... Date:.....

Agreed by University Librarian/Human Resources:.....

Print name..... Date:

SECTION II

This section under column 1 describes the key result areas of the job, and the activities required to achieve these. Column 2 indicates the measurements/standards required to ensure the activity has been carried out to quality and quantity standards. Column 3 indicates whether there is further approval or control on the activity.

(1)	(2)	(3)
Key result areas and related activities	Performance Standards (where applicable)	Extent of discretion (where applicable)

<p>1 Planning:</p>	<p>LUANAR Strategy</p>	<p>Incumbent Responsible</p>
<p>1.1 Responsible for ICT governance, risk and Cyber security.</p>		
<p>1.2 Ensure data is handled, transferred or processed according to legal and university guidelines.</p>	<p>Attendance of university planning meetings</p>	
<p>1.3 Manage software licenses.</p>		
<p>1.4 He/she will be responsible for the university's hardware, computer systems and networks including monitoring and resolving system issues, System administration and system security.</p>	<p>Institutional annual objectives</p>	
<p>1.5 Responsible for device and password management.</p>		
<p>1.6 Manage installations, upgrades and configurations of hardware and software.</p>		
<p>1.7 Interact with the help desk and other teams to assist in troubleshooting, identify root cause, and provide technical support when needed.</p>	<p>ICT Procedures</p>	
<p>1.8 Perform routine/scheduled audits of the systems, including all backups.</p>	<p>University, College, & Campus, & Budgets</p>	
<p>1.9 Maintain a reliable, secure and efficient data communications network.</p>		
<p>1.10 Ensure network security</p>		

<p>and connectivity</p> <p>1.11 Monitor network performance (availability, utilization, throughput, goodput, and latency) and test for weaknesses.</p> <p>1.12 Define user policies and procedures.</p> <p>1.13 Specify system requirements and design solutions.</p> <p>1.14 Research and make recommendations on server system administration.</p> <p>1.15 Operational planning to achieve institutional goals and coordinating the evaluation, deployment, and management of current and future ICT systems across the university.</p> <p>1.16 Monitoring system performance and troubleshooting issues.</p> <p>1.17 Develop expertise to train staff on new technologies.</p> <p>1.18 Build an internal wiki with technical documentation, manuals and IT policies.</p> <p>1.19 Develop and execute an enterprise-wide disaster recovery and business continuity plan.</p>	<p>Current Cyber Security standards</p> <p>ICT strategy/ICT Policy</p>	
<p>2 Deployment:</p> <p>2.1 Own solutions, and key responsibilities within a larger business initiative.</p> <p>2.2 Handle business-critical ICT tasks and systems that provide advantage to the university.</p> <p>2.3 Enable faster and smarter business processes and implement analytics for meaningful insights.</p> <p>2.4 Nurture dependable IT infrastructure and networking</p>	<p>ICT Strategy</p> <p>LUANAR Strategy</p>	<p>Incumbent Responsible</p>

<p>that's always up and running.</p> <p>2.5 The ideal candidate will be able to deploy, configure, maintain and monitor all active network equipment in order to ensure smooth network operation.</p> <p>2.6 Installing and configuring software, hardware and networks.</p> <p>2.7 Install and configure software and hardware.</p> <p>2.8 Ensure security through access controls, backups and firewalls.</p> <p>2.9 Upgrade systems with new releases and models.</p>	<p>University ICT Budget</p> <p>University ICT Budget</p>	
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<p>3 Operational Management:</p> <p>3.1 Assess system performance and recommend improvements.</p> <p>3.2 Maintain essential IT operations, including operating systems, security tools, applications, servers, email systems, laptops, desktops, software, and hardware.</p> <p>3.3 Install and integrate new server hardware and applications.</p> <p>3.4 Support and administer thirdparty applications.</p> <p>3.5 Set up user accounts, permissions and passwords.</p> <p>3.6 Resolve problems reported by end user.</p> <p>3.7 Ensuring security and efficiency of IT infrastructure</p> <p>3.8 Manage network servers and technology tools.</p> <p>3.9 Set up accounts and workstations.</p> <p>3.10 Monitor performance and maintain systems according to requirements.</p> <p>3.11 Troubleshoot issues and outages.</p> <p>3.12 ICT security program and capabilities to ensure all</p>	<p>ICT Strategy</p> <p>R&D strategy</p> <p>Ad-Hoc Reports</p> <p>University policies</p> <p>HR Strategy</p>	<p>Incumbent Responsible</p>
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<p>ICT assets are protected.</p> <p>3.13 Perform server administration tasks, including user/group administration, security permissions, group policies, print services, research event log warnings and errors, and resource monitoring, ensuring system architecture components work together seamlessly.</p> <p>3.14 Maintain and optimize local university servers</p> <p>3.15 He should be able to diagnose and resolve problems quickly.</p> <p>3.16 Carry out overall backup strategy and daily operations for secure backups and restore testing.</p> <p>3.17 Oversee data backup and system security operations (e.g. user authorization, firewalls).</p> <p>3.18 Monitor datacenter health using preexisting management tools and respond to hardware issues as they arise; help build, test, and maintain new servers as needed.</p> <p>3.19 Maintain internal infrastructure requirements including, laptop and desktop computers, servers, routers, switches, firewalls, printers, phones, security updates; support internet, intranet, LANs, WANs, and network segments.</p>	<p>ICT Strategy</p> <p>ICT Strategy</p> <p>R&D strategy</p>	
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SECTION III

Key decisions Made:

State the 2-3 major decisions that will be made on the job. These flow from university/ individual objectives

- Decides technologies to support enterprise business operations of university

- Decides resolution of all system administration related issues
- Decides system security related issues

Support & job tools:

Decide the support given, to whom and how often.

- Requires support from Infrastructure and Systems Manager and User Support Managers
- Requires support from staff members (both University and College

Managements)

Knowledge

- Minimum of Diploma Computer Engineering, Computer Science, IT.
- Understanding of databases, UNIX systems and ICT infrastructure.
- Competence in Linux and Windows server administration.
- Excellent knowledge of best practices in management, control, and monitoring of server infrastructure.
- Knowledge of system security (intrusion detection systems) and data backup/recovery.
- Ability to create scripts in Python, Perl, Ruby or other language.
- Familiarity with various operating systems and platforms.
- Excellent knowledge of best practices around management, control, and monitoring of server infrastructure.

Skill

- Experience with or knowledge of programming languages and operating systems;
- Enterprise backup and recovery procedures, system performance-monitoring tools;
- Active directories, virtualization, HTTP traffic, content delivery, and caching.
- Experience in application design and integration, and cloud computing.
- Expertise in creating, analyzing, and repairing large-scale distributed systems. • Creating volumes, assigning to servers and remote replication

Required Experience & Attitude:

- Minimum of 5 years experience in IT
- Ability to work independently
- Proven experience as a System Administrator or similar role.
- Experience with databases, networks (LAN, WAN) and patch management.
- Resourcefulness and problem-solving aptitude.
- Experience with firewalls, Internet VPN's remote implementation, troubleshooting, and problem resolution is desired.
- Ability to set up and configure server hardware.
- Familiarity with backup and recovery software and methodologies.

2. NETWORK ENGINEER

SECTION I:

This section gives a brief description of why the job exists in relation to the larger context of the organization and its goals.

Job Title:	NETWORK ENGINEER
Department:	ICT CENTER
Location:	LUANAR (UNIVERSITY OFFICE)

ORGANIZATIONAL STRUCTURE:

Supervisor (2 nd Level):	Deputy Director ICT
Supervisor (1 st Level):	Infrastructure and Systems Manager
Incumbent Job Title:	Network Engineer
Subordinates (1 st Level):	Network Technician
Subordinates (2 nd Level):	None

MAIN PURPOSE OF THE JOB:

The Network Engineer will be responsible for designing, implementing, monitoring and managing the local and wide area networks of in the university to ensure maximum uptime for users. The role responsibilities will include designing network configurations, documenting and managing the installation of a new network, and maintaining and upgrading existing networks as necessary.

Network Engineer responsibilities will also include fully supporting, configuring, maintaining the university's networks and in house network servers. Installing and integrating new network hardware and applications. Keeping an eye out for needed updates to maintain a reliable, secure and efficient data communications network. He will be responsible for deploying, configuring, maintaining and monitoring all active network equipment in order to ensure smooth network operation. He will monitor network performance (availability, utilization, throughput, and latency) and test for weaknesses.

Ultimately, he will be responsible for designing and implementing new network solutions and improving the efficiency of current networks. Configuring firewalls, routing and switching to maximize network efficiency and security, and network performance through ongoing monitoring and troubleshooting.

Agreed by incumbent

Print name..... Date:.....

Agreed by University Librarian/Human Resources:.....

Print name.....

Date:

SECTION II

This section under column 1 describes the key result areas of the job, and the activities required to achieve these. Column 2 indicates the measurements/standards required to ensure the activity has been carried out to quality and quantity standards. Column 3 indicates whether there is further approval or control on the activity.

(1)	(2)	(3)
Key result areas and related activities	Performance Standards (where applicable)	Extent of discretion (where applicable)

<p>1 Planning:</p> <p>1.1 Define a clear, network road map and manage complex change programs while continuing to deliver reliable network connectivity.</p> <p>1.2 Monitor network performance (availability, utilization, throughput, goodput, and latency) and test for weaknesses.</p> <p>1.3 Define network policies and procedures.</p> <p>1.4 Specify network requirements and design solutions.</p> <p>1.5 Research and make recommendations on network administration.</p> <p>1.6 Protecting data, software, and hardware by coordinating, planning and implementing network security measures.</p> <p>1.7 Operating master consoles to monitor the performance of networks and computer systems.</p> <p>1.8 Coordinating computer network access and use.</p> <p>1.9 Designing, configuring and testing networking hardware and software.</p> <p>1.10 Establish the networking environment by designing network configuration, installation and defining, documenting and enforcing network standards.</p>	<p>LUANAR Strategy</p> <p>Attendance of university planning meetings</p> <p>Institutional annual objectives</p> <p>ICT Procedures</p> <p>University, College, & Campus, & Budgets</p>	<p>Incumbent Responsible</p>
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<p>1.11 Design and implement new solutions and improve resilience of the current environment.</p> <p>1.12 Undertake capacity management and audit of IP addressing and hosted devices within data centres.</p> <p>1.13 Designing and implementing new network solutions and/or improving the efficiency of current networks.</p> <p>1.14 Managing subcontractors involved with network installation</p> <p>1.15 Arranging scheduled upgrades</p> <p>1.16 Create accurate network diagrams and documentation for design and planning network communication systems.</p>	<p>Current Cyber Security standards</p> <p>ICT strategy/ICT Policy</p>	
<p>2 Acquisition and Deployment:</p> <p>2.1 Install and integrate new network hardware and applications.</p> <p>2.2 Performing disaster recovery operations and data backups when required.</p> <p>2.3 Monitoring network performance to determine if adjustments need to be made.</p> <p>2.4 Conferring with network users about solving existing system problems.</p> <p>2.5 Implement, administer and troubleshoot network devices including WAPs, firewalls, routers, switches and controllers.</p> <p>2.6 Maximise network performance by monitoring performance, troubleshooting network problems and outages, scheduling upgrades and collaborating with network architects on network optimisation</p> <p>2.7 Secure network systems by</p>	<p>ICT Strategy</p> <p>LUANAR Strategy</p> <p>University ICT Budget</p> <p>University ICT Budget</p>	<p>Incumbent Responsible</p>

<p>establishing and enforcing policies, and defining and monitoring access</p> <p>2.8 Support and administer firewall environments in line with IT security policy</p> <p>2.9 Upgrade data network equipment to the latest stable firmware releases</p> <p>2.10 Configure routing and switching equipment, hosted IP voice services and firewalls</p> <p>2.11 Installing, configuring and supporting network equipment including routers, proxy servers, switches, WAN accelerators, DNS and DHCP</p> <p>2.12 Configuring firewalls, routing and switching to maximise network efficiency and security</p> <p>2.13 Updating network equipment to the latest firmware releases.</p> <p>2.14 Provides specific detailed information for hardware and software selection.</p>		
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<p>3 Operational Management:</p> <p>3.1 Fully support, configure, maintain and upgrade university's networks.</p> <p>3.2 Keep an eye out for needed updates.</p> <p>3.3 Support and administer third-party network equipment.</p> <p>3.4 Ensure network security and connectivity.</p> <p>3.5 Resolve problems reported by end user.</p> <p>3.6 Maintaining and administering computer networks and related computing environments including systems software, applications software, hardware, and configurations.</p> <p>3.7 Troubleshooting, diagnosing and</p>	<p>ICT Strategy</p> <p>R&D strategy</p> <p>Ad-Hoc Reports</p> <p>University policies</p> <p>HR Strategy</p> <p>ICT Strategy</p>	<p>Incumbent Responsible</p>
<p>resolving network hardware, software, and other network problems.</p> <p>3.8 Replacing faulty network hardware components when required.</p> <p>3.9 Maintaining, configuring, and monitoring virus protection software and email applications.</p> <p>3.10 Undertake data network fault investigations in local and wide area environments using information from multiple sources</p> <p>3.11 Maximising network performance through ongoing monitoring and troubleshooting</p> <p>3.12 Investigating faults in the network.</p>	<p>ICT Strategy</p> <p>R&D strategy</p>	

SECTION III

Key decisions Made:

State the 2-3 major decisions that will be made on the job. These flow from university/ individual objectives

- Decides network technologies to support enterprise business operations of university
- Decides resolution of all ICT network related issues
- Decides ICT network plans

Support & job tools:

Decide the support given, to whom and how often.

- Requires support from Infrastructure and Systems Manager's and Director ICT's office
- Requires support from staff members (both University and College

Managements)

Knowledge

- Minimum BSc in Computer Science/Information Technology/Electrical Engineering
- Scripting knowledge and Cloud computing/technologies,
- Advanced knowledge of Internet routing protocols
- Good knowledge of the design, installation and operation of large IP networks
- Exposure to Juniper and Cisco Network equipment
- Should be able to configure Cisco routers and switches, and firewalls
- Advanced understanding of Linux/Unix Operating System
- Strong understanding of network infrastructure and network hardware.
- A deep understanding of application transport and network infrastructure protocols.

Skill

- An ability to learn new technologies quickly using documentation and Internet resources.
- Good time management skills. • An ability to follow processes.
- Strong documentation skills.
- Good communication skills – both written and verbal
- Good analytical and problem-solving skills.

Required Experience & Attitude:

- Minimum of 5 years experience in IT
- An analytical mind
- Ability to think through problems and visualize solutions.
- Network security experience.
- LAN and WAN experience.
- Experience with firewalls, Internet VPN's implementation, troubleshooting, and problem resolution is desired
- Hands on experience in networking, routing and switching.
- Familiarity with backup and recovery software and methodologies.
- Juniper, Cisco, CWNA or BCNE training .
- CCNP (Cisco Certified Network Professional) certification is desirable.

3. SECRETARY

Candidate's Requirements

Applicants should have a Diploma in Secretarial Management from a recognized institution or MSCE plus 120wpm shorthand and 50wpm typing and other relevant qualifications relating to secretarial duties. The applicants should have not less than two years hands on work experience in a busy office and ability to draft correspondence and maintain confidentiality

JOB DESCRIPTION

OFFICE MANAGEMENT

Resource Planning

- Identifies items needed for the office and prepares a budget proposal to the office for inclusion in the annual budget.
- Receive an approved budget from Executive.
- Prepares for a procurement plan for the office and submit it for approval to the Officer.

Managing Appointments

- Receives requests from the officer to arrange meetings and maintains a diary
- Remind the officer prior to the meeting and provide all necessary files and information.
- Receive request from staff and other outside and assess if they are appropriate for the office.
- Seek approval from the officer for the appointment and diarize the meeting
- Arrange and provide refreshments during the meetings

Managing Correspondence

- Receives correspondence for the office and vet whether they are appropriate to the office.

- Draft responses for generic requests and submit to the officer for review and signing.
- Sends other documents to the officer
- Receives instructions from the officer on how to handle correspondence.
- Maintains copies of all correspondences in the office.

Typing Correspondence

- Receives drafts from the officer, types and prints official letters
- Take dictation, transcribes, drafts and prints memos

COMMUNICATION

- Receives incoming call and outgoing calls.
- Screen telephone calls, and provide guidance according to the rules and regulation of the University.
- Takes and relays messages.
- Manages email and internet facilities:
- Checks and responds to email
- Prints all emails that needs urgent attention
- Manages the fax machine to facilitate easy communication.
- Disseminates information to students, departments, and faculties when advised.
- Orders ground telephone units from the Finance.

FILING AND RECORDS MANAGEMENT

- Create a filing system and filling index for the office.
- Sorts documents according to the filling index and files documents according to the filing index.
- Labels files and filing cabinets.
- Locks confidential files in filing cabinets.
- Separates closed files from active files and submit closed files for filing.
- Manages electronic filing:
 - Files document according to names and subject of the document
 - Opens folder according to the subject of the document
 - Prepares backup for computerized data
 - Maintains bound annual records

SUPERVISION

Supervises the messenger on the collection and delivery of mail. Supervises the messenger on the use of office equipment such as photocopier, printers, computers, etc.

TRAVEL AND CLAIMS MANAGEMENT

- Receive request from the officer for meeting outside work station.
- Make bookings arrangements for accommodation and fuel requirements using the appropriate procedure.
- Confirms booking and provide with the officer the reference numbers.
- Processes subsistence claims.

4. DRIVER

Candidate's Requirements

- Malawi School Certificate of Education (MSCE)
- Valid professional Driving License PG/PSV
- Valid Defensive Driving License Certificate
- No criminal records.
- Minimum of 3 years driving experience
- Good communication skills.
- Age limit between 28 to 35 years.

Job description:

1. Driving LUANAR vehicles.
2. Carrying out engine checks and vehicle service.
3. Ensuring that vehicles have valid road regulatory documents e.g. Certificate of Fitness (COF) and Insurance.
4. Formal reporting of vehicle accidents and damages emanating from the same.
5. Ensuring that use of vehicle is limited to authorized passengers only.
6. Reporting of vehicle faults.
7. Maintaining log books and keep them up to date at all times.

8. Ensuring that vehicles are always clean.
9. Processing incoming and outgoing mail.
10. Operating office equipment.
11. Support the day to day administrative operations of University

Individuals who meet the minimum requirements for the positions should send their applications and updated Curriculum Vitae with at least **three traceable referees**, copies of Academic qualifications and copies of driving licence (for those applying for the position of driver) to the following address:

**The Registrar
Bunda College
P.O. Box 219
Lilongwe**

Closing date for receiving applications is **30th October 2020**