

## SYSTEMS ADMINISTRATOR -SYAD20/2026

### REPORTING TO: DATA CENTRE MANAGER

**Job Purpose:** The Systems Administrator is responsible for the availability, performance, security, and lifecycle management of enterprise systems across on-premises and cloud environments. The role ensures reliable operations of servers, virtualization platforms, storage, directory services, and core enterprise applications, while maintaining a strong security posture, resilience, and compliance with IT policies and regulatory standards.

#### Key Responsibilities:

##### 1. Operations & Availability

- Administer, monitor, and optimize Windows/Linux servers, virtualization platforms (VMware/Hyper-V), and container hosts (Docker/Kubernetes).
- Manage Active Directory/Azure AD/Entra ID, Group Policy, DNS/DHCP, NTP, certificate services (PKI), and identity integrations (SSO, MFA).
- Oversee patching and updates for OS, firmware, hypervisors, and core applications using tools like WSUS/SCCM/Intune/Ansible

##### 2. Security & Compliance

- Enforce hardening baselines (e.g., CIS benchmarks), secure configurations, and least-privilege access controls (RBAC).
- Vulnerability management and remediation workflows.
- Manage **identity security**: password policies, MFA, conditional access, service accounts, and secrets management.
- Support audits and ensure adherence to policies, maintaining accurate **CMDB** and change records.

##### 3. Cloud & Automation

- Support provisioning and lifecycle of workloads in Azure/AWS/GCP, including IaaS/PaaS services, images, snapshots, security groups, and backups.
- Build automation for routine tasks using PowerShell/Bash/Python, Infrastructure-as-Code (e.g., ARM/Bicep/Terraform), and configuration management (e.g., Ansible/DSC).
- Optimize performance and costs (rightsizing, reserved instances, storage tiers) and maintain tagging/chargeback frameworks.

##### 4. Resilience & Continuity

- Maintain **backup and disaster recovery** plans, test restores regularly, and participate in site failover exercises.
- Ensure high availability designs (clustering, load balancing), capacity planning, and resource forecasting.

##### 5. Service Delivery & Support

- Own escalations for **Tier 2/3 incidents**; drive problem management and root-cause analysis (RCA).
- Participate in **on-call/shift rotations** and after-hours maintenance windows.
- Keep runbooks, diagrams, and **knowledge base** articles up to date; mentor junior engineers/technicians.

## 6. Projects & Lifecycle

- Lead or support infrastructure projects: upgrades, migrations (e.g., AD, Exchange/Exchange Online, M365, cloud), and new deployments.
- Perform vendor evaluation, proof-of-concepts, and contribute to **architecture reviews** and **change advisory boards (CAB)**.
- Manage asset lifecycle (procurement to decommission), ensuring secure data sanitization and proper disposal

## Academic & Professional Qualifications

- Education: Bachelor's in computer science, Information Systems, or equivalent experience.
- Experience: 3–7 years administering enterprise systems (on-prem and/or cloud).
- Certifications (preferred):
  - Microsoft: AZ-104, SC-300, MS-102
  - VMware: VCP-DCV
  - Linux: RHCSA or LFCS
  - ITIL Foundation
  - Security: CompTIA Security+, AZ-500, or equivalent

## Key Competencies:

### Core Systems

- Windows Server (AD DS, AAD/Entra ID, DNS/DHCP, GPO, PKI), Linux (RHEL/Ubuntu), shell scripting.
- Virtualization (VMware vSphere, Hyper-V) and containerization (Docker, Kubernetes basics).

### Cloud & M365

- Azure/AWS fundamentals: VMs, storage, networking (VNet/VPC, NSG/Security Groups), IAM, Key Vault/KMS.
- Microsoft 365/Exchange Online/SharePoint/OneDrive administration and identity integrations.

### Networking (Systems-Focused)

- TCP/IP, VLANs, routing basics, load balancers, reverse proxies, DNS records, NTP, SSL/TLS, and certificates.

### Storage & Backup

- SAN/NAS (iSCSI, FC), RAID concepts, snapshots/replication, backup suites (Veeam, Commvault, Rubrik, etc.).

### Documentation & ITSM

- ITIL processes (Incident/Problem/Change), CMDB updates, runbooks, topology diagrams (Visio/Draw.io).

ALL applicants **MUST** apply online to email: [recruitment@familybank.co.ke](mailto:recruitment@familybank.co.ke); closing date is **27<sup>th</sup> June 2026**. Canvassing will automatically disqualify the candidate. Only shortlisted candidates will be contacted.

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