

TERMS OF REFERENCE

POSITION: System Administrator

DUTY STATION: CEAPRED Centre Office, Lalitpur.

REPORTS TO: Senior Manager (Admin/Finance)

GENERAL POSITION SUMMARY

This position requires work related to information technology support to the central, regional, cluster and district teams. S/he will focus primarily on maintaining and supporting Windows Server environment with less downtime or issues to central and remote staff. As a secondary responsibility, individual will lead local desktop support and resolve desktop related issues appropriately. This is primarily an office-based assignment but the individual might need to travel outside the valley to remote locations to provide technical support and training when needed. The individual will also be responsible for actively training in-house IT associates on server technology so they can serve as a backup when administrator is not available. S/He will under the direct supervision of Senior Manager (Admin and Finance) and in coordination with program, administration and Monitoring & Evaluation division shall perform the following tasks, ensuring compliance with CEAPRED Policies along with the relevant Nepalese laws and regulations.

A. Server Responsibilities

- Administer and maintain in-house server environment for maximum efficiency and less downtime.
- Support and maintain organizations Active Directory (AD) hosted on Windows Server 2016.
- Support and maintain organizations Infrastructure Health Check Server hosted on Windows Server 2008 R2
- Support and maintain organizations file and print server hosted on Windows Server 2008 R2 and Network Attached Storage Box (NAS)
- Check event logs on all in-house server, firewall and Solar Inverter access logs frequently and report any anomalies.
- Perform regular server maintenance; troubleshoot issues as reported in server's Event Viewer logs.
- Administering firewall, be responsible for firmware updates, network monitor, check logs, etc.
- Administer backup operations of organizations Active Directory User Profiles and File Server.
- Provide administration support for Joomla (Intranet Portal).
- Report to Executive Director and Senior Manager (Admin and Finance), monthly snapshot of server status that includes issues diagnosed, possible issues in the future and recent administrative changes as requested from CEAPRED management.
- Be responsible to manage Windows Systems Update Server (WSUS) and make sure all the domain computers are updated with latest security patches and updates from Microsoft.
- Be responsible to manage ESET Remote Administration Antivirus Server and make sure all the domain computers have the recent virus definitions.
- Be responsible to IT Communications and should inform central staff of any issues with in-house service (E.g. AD, File Server, Print Server, Backups etc)
- Avoid server downtime during business hours at-all-cost. Staying off-hours might be required to do systems maintenance and patches. Individual should plan for these events ahead of time and notify the Senior Manager (Admin and Finance).
- Adhere and enforce CEAPRED's Electronic Data & Communications Policy.

B. Local Desktop Support Responsibilities

- Act as a Subject Matter Expert (SME) for local desktop (Hardware/Software) issues.
- Monitor IT Support mailbox and problems tickets.
- Diligently follow up with users to make sure issue has been resolved before closing any support case.
- Be responsible for house cleaning and making sure all domain workstations are up-to-date and have no security loophole that might compromise the network infrastructure.
- Perform domain workstation system check (scandisk, defragment, full system scan) in a quarterly basis.
- Travel to project specific location for technical support, repair and maintenance.
- Be responsible resolving user's server end issues. (e.g. users profile migration).
- Be responsible to provide technical training for new and current employees when needed.
- Create and modify technical support documentation in a timely manner
- Perform any other duties assigned by immediate supervisor and CEAPRED governing body.
- Coordinate with vendors and with company personnel in order to facilitate purchases of IT related products and services.

C. Website Management

- Coordinate with program, monitoring and evaluation and admin/finance team to maintain and update website (www.ceapred.org.ng) and social media pages such as facebook, twitter and LinkedIn.
- Undertakes Graphic Design and web content management services as directed by Senior Manager (Admin and Finance)

D. Office 365: Administering Office365 and its features (Mailboxes, Outlook, Onedrive, Skype for Business, online exchange, Monitoring event logs, Security logs etc..)**E. Others**

- Maintain current and accurate inventory of technology hardware, software and resources.
- Review the existing information technology system and submit report on replacement or upgrading of the current information technology system.
- Explore and deploy Human Resource Management and Inventory Management software either from open source or external source whichever is applicable.
- Maintain log and/or list of repaired items and submit the report on quarterly basis to Senior Manager (Admin and Finance).
- Maintain confidentiality of all official matters and files.
- Perform other duties as assigned by the Senior Manager (Admin and Finance) and other higher authority.

Academic Qualifications and Work Experiences:

- Bachelor's degree in Computer Engineering/Computer Science or related discipline with at least 2 years of experience in administering Windows Server Family, networking and providing local/remote desktop support.

Skills & Knowledge:

- Ability to multi-task with capacity to excel under minimum supervision.
- Self-motivated, positive attitude with strong zeal towards learning.
- Good communications skills.