



## Job Opportunity Systems Administrator

Amref International University focuses on training, research and extension in health sciences, emphasizing promotive, preventive, rehabilitative and palliative health. AMIU is founded on the experience and intellect of Amref Health Africa, which is reputed with over 60 years of quality and innovative public and community health interventions, training and education. It is committed to progressively developing innovative programs catering for the present and future health needs in Africa and the Globe. The University offers postgraduate, undergraduate, higher diploma, diploma, and certificate programmes and Continuing Professional Development (CPD) courses that prepare human resources for health to serve throughout the health system. The university is Primary Health Care centered with a Pan-African niche thus it is committed to deploying virtual training technologies to bridge inequalities that affect access to higher education in the continent. AMIU seeks to train transformational leaders who will Inspire Lasting Change. For more on Amref International University, please visit <https://amref.ac.ke>.

### Main Purpose of Job

The primary purpose of the **Systems Administrator** will be managing and maintaining the university's IT systems and infrastructure. This includes overseeing Linux-based and windows systems, supporting the Learning Management System (LMS) development, and ensuring smooth operation of the university's ERP system. Sixty-five (65%) of the time will be dedicated to supporting the university to grow and roll out its virtual training resources and thirty-five (35%) of the time will be dedicated to general ICT systems administration in the institution.

### Principal responsibilities

Key Areas	Activities	Level of effort
<b>Linux Systems Administration</b>	<ul style="list-style-type: none"> <li>• Install, configure, and maintain Linux-based servers and workstations.</li> <li>• Monitor system performance, troubleshoot issues, and optimize system resources.</li> <li>• Implement security measures to protect university data and systems.</li> <li>• Administer user accounts, permissions, and access controls.</li> <li>• Provide technical support to faculty, staff, and students regarding Linux-related issues.</li> </ul>	65%
<b>Learning Management System (LMS) Development</b>	<ul style="list-style-type: none"> <li>• Collaborate with the academic department to support the development and maintenance of the university's LMS including backups management</li> <li>• Customize and configure the LMS according to faculty and student requirements.</li> <li>• Integrate third-party tools and plugins into the LMS to enhance its functionality.</li> <li>• Conduct user training sessions and provide technical support for the LMS.</li> <li>• Support uploading and hosting of various eLearning resources in the LMS</li> <li>• Advise the ODeL center director on areas that shall promote strategic growth of the ODeL center in the university</li> <li>• Prepare technical reports from LMS analytics to inform ODeL Centre's decision making</li> <li>• Ensure LMS system deployment and management is aligned with the relevant regulatory bodies requirements.</li> </ul>	

	<ul style="list-style-type: none"> <li>Support relevant skills transfer to the core AMIU ODeL staff and partners</li> </ul>	
<b>ERP Implementation and Administration</b>	<ul style="list-style-type: none"> <li>Experience in implementing and supporting an Enterprise Resource Planning (ERP) system in a university setting or institution of higher learning.</li> <li>Collaborate with the relevant departments to ensure successful implementation of the ERP system.</li> <li>Customize and configure the ERP system based on the university's specific needs.</li> <li>Provide ongoing technical support, troubleshooting, and maintenance for the ERP system.</li> <li>Monitor system performance, conduct regular updates, and implement security patches.</li> </ul>	35%
<b>System Monitoring and Documentation</b>	<ul style="list-style-type: none"> <li>Monitor system logs, alerts, and performance metrics to ensure optimal system performance.</li> <li>Document system configurations, processes, and procedures for future reference.</li> <li>Maintain an inventory of hardware, software, and licenses.</li> <li>Prepare regular reports on system performance, security, and upgrades.</li> </ul>	
<b>ICT Support</b>	<ul style="list-style-type: none"> <li>Provide helpdesk assistance to all staff on standard software</li> <li>Provide regular staff training on standard software</li> <li>Participate in the development, installation and management of ICT systems</li> <li>Perform System and application upgrades including anti-virus</li> <li>Perform, maintain and secure network backups and safeguard backuptapes</li> <li>Follow up on ICT equipment maintenance and repairs</li> <li>Assist in hardware and software installations, configurations, support and maintenance</li> <li>Provide Network support</li> <li>Update and maintain asset register</li> <li>Incident and SLA Implementation</li> </ul>	
<b>Technology updates</b>	<ul style="list-style-type: none"> <li>Prepare technical reports by collecting, analyzing and summarizing information and trends.</li> <li>Assist in implementation of controls by identifying problems and documenting improved procedures.</li> <li>Ensure systems are in conformity with the current technology and platforms.</li> </ul>	

**Qualifications, Experience and Skills:**

- Bachelor's degree in Computer Science, Information Technology, or a related field with 5 years of related work experience with advanced systems administration skills and ICT support with a minimum 3 years of experience working in a higher education context;
- At least 5 years' experience in systems administration from a university setup, training or a related field;
- Proven experience working as a Systems Administrator in a university setting or institution of higher learning;
- Strong Linux system administration skills and experience with CentOS/Red Hat or Ubuntu distributions;
- Proficiency in managing virtualization technologies (e.g., VMware, Hyper-V);
- Experience with Learning Management Systems (LMS) and their customization is highly desirable;
- Previous involvement in implementing and supporting an ERP system in a university or higher education

- institution;
- Knowledge of scripting languages (e.g., Bash, Python) for automation and system management tasks;
  - Familiarity with network protocols, firewalls, load balancing, security practices, and backup solution;
  - Knowledge of Excel, Microsoft applications such as Microsoft Business Central or Dynamics Navision and CRM will be an added advantage;
  - Time management- setting and meeting goals
  - Good interpersonal and relation skills
  - Solving problems and decision making
  - Effective communication skills including report writing
  - Team player

**How to apply**

Send your email application to [recruitment@amref.ac.ke](mailto:recruitment@amref.ac.ke) and have **“Systems Administrator”** in the subject line. Attach a cover letter and CV relevant skills and experience. **Deadline for submission:16<sup>th</sup> August 2023**. Only shortlisted candidates will be contacted.

*Duly note that Amref International University does not require applicants to pay any money at whatever stage of the recruitment and selection process and have not retained any agent in connection with recruitment.*

*Amref International University is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. Amref International University is an equal opportunity employer and has a non-smoking environment policy.*