

EFC ZAMBIA: INFRASTRUCTURE (NETWORKS AND SERVER) SUPPORT ANALYST

1. Position Title: Infrastructure (Networks and Server) Support Analyst
2. Department: Information Technology
3. Job Grade: EFC 5
4. Reporting Officer: IT Manager – Infrastructure and Cybersecurity

5. Job Summary

As the key technical member of the IT team, the job holder will be required ensure that EFC's information and communication technology needs, both current and future, are met. EFC services and networks are to be primarily maintained by the Infrastructure Officer to ensure reliability, effectiveness and future proofing. The job holder will provide day-to-day support to internal customers (staff). This includes server support, network support for all branches throughout the company.

The role is responsible for deploying, maintaining, and repairing the computer and network infrastructure of EFC Zambia. Explores technical solutions, determines the applicability to EFC Zambia, and makes recommendations for deployment. Responsible for answering IT requests via phone, email and walk-ins and explaining solutions in technical and nontechnical terms.

6. Duties and Responsibilities

- Actively monitors and analyzes user requests, evaluates and applies solutions.
- Troubleshoots any IT technical issues and resolves in a courteous, professional, and timely manner in person or via email, telephone and/or other electronic medium.
- Completes setup and configuration of company servers, networks, Physical Security (CCTV and Access Control) and troubleshooting of these devices as well.
- Provide technical and user support to CBS infrastructure including, but not limited to, Citrix, Windows Server, Wild fly, VMware etc
- Maintains accurate IT asset inventory and assist in acquisition, deployment, support, and retiring of IT assets based on established IT life cycle management.
- Consults IT knowledgebase(s), Internet, other team members and any other appropriate resources for the purpose of independent troubleshooting.
- Provide solid practical experience in setting up and administration of Checkpoint and other related Firewalls.
- Administers computer networks and related computing environments including servers, routers, switches, storage arrays, virtual hosts / hypervisors, the Wide Area Network (WAN), and the Local Area Network (LAN), Secondary Power Solutions including Gensets, Solar Panels, Inverters and UPS systems.
- Installs, patches, and upgrades hardware and software in accordance with the company's life cycle management policy.
- Monitors and maintains email applications, virus protection software, web filtering and monitoring appliances, and firewall profiles.

- Implements network security measures to protect data, software, and hardware.
- Performs data backups and disaster recovery operations.
- Ensures and maintains user profiles ensuring password policies and other system policies are enforced.
- Assists with new IT projects by investigating options and making recommendation as to what systems, hardware, and software changes are appropriate for the enterprise including and not limited to desktops, laptops, cellphones, printers, and area/department specific software.
- Trains and enhances user knowledge regarding computer software and hardware.
- Responsibilities and tasks outlined in this document are not exhaustive and may change as determined by the needs of the company
-
- Other tasks and responsibilities that will enable the fulfillment of the above noted responsibilities include:
 - Build and install PCs, telephony systems, networks and peripheral devices (such as printers, scanners, mobile / smart phones) related to desktop infrastructure, in accordance with EFC standards.
 - Maintain installed Servers, networks, Printers, telephone systems, CCtv, Access Control, Inverters, Solar Panels and peripherals with routine maintenance.
 - Identify, log and resolve technical problems with software applications or network systems.
 - Identify potential changes and system improvements to present to senior team leaders for consideration, approval and implementation.
 - Ensure that work is carried out within agreed service levels and in accordance with EFC departmental guidelines.
 - Maintain client databases with up-to-date solutions and clear record of activities
 - Explain and document technical issues in a clear way to clients

7. Qualifications & Requirements

- **Bachelor's degree** in Computer Science, Information Systems, Computer Engineering, Electrical Engineering or equivalent education from any recognised university.
- **Minimum 5 years** work / industry practical experience
- **IT Certification** including, but not limited to, Microsoft, ITIL, COMPTIA++, (Cisco Certified Network Professional (CCNA), Certified Information Systems Security Professional (CISSP), Project Management (PMP) etc will be an added advantage.
- **Communication.** Communicates effectively and appropriately. Speaks and writes in a clear and credible manner. Uses good judgment as to what to communicate to whom as well as the best way to get that accomplished. Actively listens to others. Ability to present and explain information. Must be able to professionally communicate with vendors, other departments, and customers via e-mail or phone about technical and non-technical hardware and software.
- **Problem-solving.** Ability to quickly identify hardware, software, and network issues. Reviews related information to develop and evaluate options and implement solutions.

- **Knowledge of Systems Integration.** Configure switches and routers. Knowledge of telecommunications equipment, information systems, servers, networking protocols, and end-user computer hardware and software, including applications and programming.
- **Decision-making.** Considers the relative costs and benefits of new equipment or software. Uses logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- **Positive attitude,** self starter and ability to work well independently and in a team environment.
- Ability to handle stress appropriately and interact well with others
- Understanding of mobile technology and OS (Android, IOS, Windows), VM Ware technology and Linux.

8. Core Competencies:

Technical Skills

- System Administration
- Network protocols, security and troubleshooting (Routers, hubs and switches)
- Good problem-solving and critical-thinking skills
- Firewall and anti-virus software Administration
- Extensive administrative experience of most of the following: Microsoft Operating Systems (Server & Desktop), Network & Domain Management, Virtualisation Technologies (Citrix Xen), VM Ware, Linux and Web technologies.

Other Skills

- Excellent verbal and written communication skills
- Research capabilities
- Planning
- Positive attitude
- Attention to detail