



## NATIONAL PENSION SCHEME AUTHORITY

### EMPLOYMENT OPPORTUNITY

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The National Pension Scheme Authority (NAPSA) wishes to fill the positions indicated below. Interested applicants who meet the required competences are encouraged to apply.

The successful candidates will be expected to have demonstrable competencies relevant to the job.

#### **1.0 Systems Administrator - NPS 05 (Permanent and Pensionable): Head Office**

##### **1.1 Main Purpose of Job**

The Systems Administrator role is to work with the Senior Systems Administrator to support and maintain in-house technology equipment and IT assets. This includes installing, configuring, diagnosing, repairing, and upgrading all Authority hardware and equipment while ensuring its optimal performance. The individual will also troubleshoot problem areas in a timely and accurate fashion, and provide end user training and assistance where required.

##### **1.2 Key Responsibilities**

- (a) Assist in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring PC performance.
- (b) Accurately document instances of hardware failure, repair, installation, and removal.
- (c) Assist in developing long-term strategies and capacity planning for meeting future computer hardware needs.
- (d) Support development and implementation of new computer projects and new hardware installations.
- (e) Maintain up-to-date knowledge of hardware and equipment contracts and supervise contract-based installations
- (f) Conduct research on computer products in support of PC procurement and development efforts. Evaluate and recommend hardware products for purchase.

- (g) Write technical specifications for purchase of PCs, networking hardware and related products.
- (h) Recommend, schedule, and perform PC, hardware and peripheral equipment improvements, upgrades, and repairs
- (i) Work with end users to identify and deliver required PC service levels.
- (j) Liaise with, and provide training and support to, end users and staff on computer operation and other issues.
- (k) Install, configure, test, maintain, monitor, and troubleshoot end user workstation hardware, networked peripheral devices, and networking hardware products.
- (l) Where required, install, configure, test, maintain, monitor, and troubleshoot associated end user workstation software and networking software products.
- (m) Perform on-site analysis, diagnosis, and resolution of complex PC problems for a variety of end users, and recommend and implement corrective hardware solutions, including off-site repair as needed.
- (n) Receive and respond to incoming calls, pages, and/or e-mails regarding PC and/or hardware problems.
- (o) Develop and maintain an inventory of all monitors, keyboards, hard drives, modems, printers, scanners, and other peripheral equipment.
- (p) Monitor and test PC performance and provide PC performance statistics and reports.
- (q) Construct, install, and test customized configurations based on various platforms and operating systems.
- (r) If necessary, liaise with third-party support and PC equipment vendors.

### **1.3 Qualifications and Experience**

- Grade 12 Certificate with 5 'O' levels with credit or better including Mathematics and English;
- Bachelor's degree in Computer Science or equivalent;
- Microsoft Certified Professional or any relevant IT Certification
- Not less than three (3) years of IT generalist experience in an organization of similar size.

#### **TO APPLY**

Your application letter should be accompanied by a CV and copies of relevant certificates and should also specify your contact address and telephone number(s).

Application letters should be addressed to:

Director Human Resources and Administration  
National Pension Scheme Authority  
Levy Business Park  
Church Road  
P.O. Box 51275  
**LUSAKA**

The closing date of receipt of applications is ***Monday, 13<sup>th</sup> September, 2021.***

**PLEASE NOTE THAT:**

**ANY FORM OF LOBBYING WILL LEAD TO AUTOMATIC DISQUALIFICATION OF THE CANDIDATE AND ONLY APPLICANTS WHO MEET THE SPECIFICATIONS INDICATED ABOVE WILL BE ACKNOWLEDGED.**

**FEMALE CANDIDATES ARE ENCOURAGED TO APPLY.**

**BE SMART, SECURE YOUR FUTURE**

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