



NOTICE OF VACANT POSITION

HELPDESK/SYSTEMS ADMINISTRATOR

Applications are invited from suitably qualified and experienced personnel to fill the above-mentioned position in the Computer Systems Department. The incumbent will report to the Computer Systems Manager and will be based at Head Office.

MINIMUM QUALIFICATIONS AND EXPERIENCE

- 5 'O' levels including English Language and Mathematics.
- Degree in Information Systems/Computer Science or equivalent.
- Microsoft Certification or equivalent.
- At least 3 years` experience in a similar role.

CORE COMPETENCIES

- Analytical mind.
- Creative and Innovative
- Attention to detail
- Teamwork and cooperation

SUMMARY OF DUTIES

- Initiates system backups for the SAP system, salaries system and in-house data to ensure there is no information loss.
- Maintains a register for software licenses, antivirus updates to safeguard against malware of software.
- Liaise with the internal audit and enterprise risk in assessing the activities of users on the system during investigations to resolve corrupt activities.
- Develop, maintain, and monitor procedures for all server backups to safeguard against data loss.
- Send tapes on offsite backup to ensure security of data files.
- Records complains received from users facing challenges and relay message to the respective department for quick resolution of problems.
- Assists users resolve challenges encountered in using the system to promote efficiency.
- Creates users in the SAP system and assign profiles accordingly to new employees to ensure they access organisation systems.
- Terminates access to the company's system for employees exiting the organisation to protect GMB data.
- Develops procedures to maintain security and protect system from unauthorised use.
- Enforces the internet policy to ensure there is no misuse of internet during working hours.

- Authorises access to the system to users to ensure only permitted users have access to the system.
- Conducts asset reconciliations of all ICT hardware as well as establishing their condition for replacement.
- Contacts and liaises with service providers on their ICT products to ensure procurement of genuine products.
- Any other work related duties as assigned by the Superior.

Applications accompanied with detailed Curriculum Vitae and Certified Copies of qualifications should be emailed to recruitment@gmbdura.co.zw not later than 12 June 2024. Only shortlisted candidates will be contacted.