

## High Level IT Manager Responsibilities

	<b>SYSTEMS ADMINISTRATOR (SA)</b>	<b>BUSINESS INTELLIGENCE SPECIALIST (BIS)</b>	<b>DATABASE ADMINISTRATOR (DBA)</b>	<b>MANAGER -NON TECHNICAL (MA)</b>
	<u>Technical</u>	<u>Development, Data &amp; business Information</u>		<u>Support and manage the IT staff</u>
1	Server and VMWare infrastructure, manage and maintain ensuring highest level of availability.	Statistical Reporting, produce data and reports with information drawn using SQL query in response to management and institution requests.	Database systems, routinely checking SQL backups are operating correctly and that systems are performing optimally	Manage staff through defining tasks and duties and revising their schedules. Conduct performance assessments and monitor and improve productivity. Ensure staff are supporting the CAO operations departments and institutions professionally and with the appropriate priority.
2	Firewall, ensure effective security of internal systems from breach and data loss.	Data Reports, produce data extracts for assisting departments with identifying applications for various processes/quality control/etc. E.g. On Time Unpaid Applicants after Late Date – allow Finance to raise fees		Support by providing training on various aspects of the system which they require to perform their task or duties. Support them as required in escalation cases by lending my expertise to enable them to complete the task or duty and to learn the skill/use the tools required to successfully manage future
3	System protection, ensure patches and fixes are being identified and distributed to systems and applied. Ensure the antivirus/malware protection system is operational and up to date.			<u>Quality Assurance</u> Ensure that non-routine data requests are QA'd before release to institutions or departments.

4	Network, ensure the VPN and LAN are operating appropriately. No failures or degradations.			Check the quality of responses to requests and quality of support rendered to institutions or departments
5	Telephony-related servers, voice logger / IVR / reporter, ensure they are operating correctly			Monitor the CAO Help Desk system
6	Logs, daily monitoring of system events through various triggered reports and event log checking			
7	Backups, routinely check the status of all system backups and immediately remedy any failures			
8	Disaster Recovery Infrastructure, ensure that the DR site is operational and accessible over the VPN and is kept in sync with our production systems		Disaster Recovery Infrastructure, ensure that the DR site is operational and accessible over the VPN and is kept in sync with our production systems	
9	Data recovery, maintain updated disaster recovery procedures		Data recovery, maintain updated disaster recovery procedures	
10		Monitoring systems, ensuring that daily processes are executing correctly and providing output as required. E.g. SMS, ITS Extracts, Communications	Monitoring systems, ensuring that daily processes are executing correctly and providing output as required. E.g. SMS, ITS Extracts, Communications	
11		Matric data, manage and perform the matric data load process from start to finish	Matric data, manage and perform the matric data load process from start to finish	
12		New technologies, investigate, establish suitability, initiate implementation projects		New technologies, investigate, establish suitability, initiate implementation projects

13		Software development, identify and communicate the CAO requirements for software project developments. Brief the consultants, deliver the proposals, provide feedback between the consultants and CAO team, deliver specifications, initiate software development, User Acceptance Test the technical functionality of the products, involve key personnel in the production UAT, finalise and deploy and monitor the products		Software development, identify and communicate the CAO requirements for software project developments. Brief the consultants, deliver the proposals, provide feedback between the consultants and CAO team, deliver specifications, initiate software development, User Acceptance Test the technical functionality of the products, involve key personnel in the production UAT, finalise and deploy and monitor the products
14		Manage consultants, ensure that consultants and partners work effectively and efficiently		Manage consultants, ensure that consultants and partners work effectively and efficiently
15		Liaison, interact with key institution personnel in admissions and IT to provide assistance and establish requirements for data, system functionality, etc		Liaison, interact with key institution personnel in admissions and IT to provide assistance and establish requirements for data, system functionality, etc