



VACANCY NOTICE

Pearl Bank is a Commercial Bank whose purpose is fostering prosperity for Ugandans. Our high impact goals are; driving sustainable financial inclusion and stimulating entrepreneurship and service. The Bank is growing and giving opportunity for its competent and achievement driven employees as well as the public to fill up the role below that has fallen vacant.

POSITION DESCRIPTION

JOB TITLE: SYSTEMS ADMINISTRATOR (02)

REPORTS TO: MANAGER BUSINESS TECHNOLOGY INFRASTRUCTURE

JOB PURPOSE

- The role holder serves as a technical expert in administration of all the Bank's systems.

KEY RESPONSIBILITIES /KEY DELIVERABLES

- Manages the day-to-day operations of the PBU host computers by monitoring system performance, configuration, maintenance and repair.
- Ensure high availability and performance of mission-critical systems through proactive monitoring and intervention.
- Ensure that records of system downtime and equipment inventory are properly maintained. Works with vendors to assist support activities.
- Establish, maintain and manage user accounts for all IT services on a daily basis. Install, modify and maintain systems and utility software on server computer systems and provide server support related to other software.
- Design and implement automated network and system monitoring platforms enhanced with SMS and E-mail event notifications.
- Implement cost effective enterprise system visualization platform.
- Establish and document guidelines/methods/procedures for the installation and management of the host computer operating systems, network operating systems, fiber channel switches, remote deployment of applications and other components.
- Develop and enforce procedures to secure systems against unauthorized access, user misuse, and environmental risks.
- Develop procedures, programs and documentation of backup and restoration of host operating systems and host-based applications (email system, Domain).
- Design and implement a host-based intrusion detection system to enhance the security of all servers running.
- Design and implement enhanced logging platforms complete with graphing and trend analysis.
- Design and implement host-based firewall platforms especially for UNIX and Linux Servers.
- Develop and coordinate project directions and schedules to maximize benefits and minimize impacts on service availability. Provides leadership in planning and implementation of projects for computer operations and enterprise systems administration.
- Oversee data centre operations including server hardware, cooling systems, UPS (uninterrupted power system), and fire protection systems to ensure optimal IT environment.
- On a daily basis, monitor new patch releases, perform tests on test environment and ensure timely patch updates of the critical resources
- Participate in the training of the section staff in advanced system administration skills and on a regular basis develop tools, procedures, and training sessions for Operations staff, EBOs and the rest of staff to ease their work.
- Design and implement effective asset management for tracking the bank's ICT assets as well as ensuring that for all IT Asset procurement, there is value for money and optimal utilization of these assets.

- Coordinate with external vendors, technical support teams, and partner organizations to ensure timely resolution of system-related issues.
- Manage the Help Desk function on a daily basis, ensuring all support tickets are resolved promptly and effectively.
- Stay current with advancements in systems administration technologies and recommend innovations that enhance the Bank's IT infrastructure and performance.
- Update system documentation weekly to accurately reflect recent changes, activities, and incidents.

BUSINESS BEHAVIOURS

- **Passion:** Committed to excellence, delivering outstanding results and making a positive impact on our customers and stakeholders.
- **Teamwork:** Collaborates, mutual respect, and diverse perspectives, to achieve shared success and deliver greater value to the Bank.
- **Integrity:** Uphold honesty, transparency, and accountability, ensuring ethical practices in every action.
- **Innovation:** Embrace creativity and forward-thinking, continually seek new solutions to enhance customer experience and drive business growth.

QUALIFICATIONS, EXPERIENCE AND COMPETENCIES REQUIRED

- Bachelor's degree in computer science, Information Systems and Technology, Software Engineering and any other related course
- A minimum of two years' experience in system support or IT operations in a reputable organization.
- Deep understanding of operating systems both windows and Linux Networking.
- Understanding basic networking principles like TCP/IP, DNS, DHCP Scripting and automation.
- Knowledge of scripting languages like PowerShell Cloud computing
- Virtualization and containerization.

THE FOLLOWING DOCUMENTS SHOULD ACCOMPANY THE APPLICATION

- Cover letter, Detailed CV, and Copies of academic documents all as one file.

MODE OF APPLICATION

- Online applications addressed to **Chief People & Strategy Officer**, Pearl Bank Uganda.
- Send application to **hr@pearlbank.com** with job title as subject.
- Closing Date: **Friday 9th January 2026 at 5:00pm.**
- Only shortlisted candidates will be contacted.

Pearl Bank Uganda Ltd is an equal opportunity employer