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| **Job Title:** | ERP System Administrator |
| **Reports to (Title):** | TBD |
| **Incumbent**: | TBN |
| **Location:** | Centurion, South Africa |
| **Date:** | July 2021 |

**BACKGROUND**

ICAP at Columbia University is a school-wide center within the Mailman School of Public Health, one of the oldest schools of public health in the United States and one of four professional colleges/schools housed within the Columbia University Irving Medical Center (CUIMC). Since 2003, ICAP has delivered transformative solutions to strengthen health systems in the United States and in over 30 countries. ICAP manages a complex portfolio of sponsored projects focused on technical assistance, training, impact measurement, and research through a diverse workforce of over 2,000 staff situated in two NIH-funded clinical research sites in New York City (Bronx and Harlem) and 26 country offices in sub-Saharan Africa, Central and Southeast Asia, Central America, and the Caribbean. ICAP’s sponsored project portfolio includes funding from the US Government (CDC, HRSA, USAID, NIH), foundations, multi-laterals, and the private sector. Annual operating revenue averages between $200m-$225m.

The ICAP Enterprise Resource Planning (ERP) project focuses on addressing the organization’s need for an integrated ERP solution to provide a modern, technologically advanced, and flexible platform for supporting ICAP’s financial and business processes in the countries where it works, and associated business process redesign initiatives. The project involves extensive end-user orientation and training and ongoing technical support of a multi-module ERP solution (general ledger, financial reporting, accounts receivable and payable, and human capital).

**POSITION SUMMARY**

The System Administrator position is located at the ICAP South Africa Country office. The incumbent will play a key role on the ERP Project team and will provide ongoing support to ICAP Country offices for access and administrative needs pertaining to the system.

**MAJOR ACCOUNTABILITIES**

* Oversee the maintenance, upgrades and reliable operation of an ERP system and associated applications.
* In collaboration with vendors, monitor and manage functioning of software and servers.
* Troubleshoot system errors, run routine diagnostics, document problems and resolutions, and assess impact of systems issues.
* Provide guidance to country office IT staff and vendors on technical specifications, equipment requirements and upgrades, connectivity issues and security protocols.
* Perform regular backup operations and oversee processes for data protection and data transmission.
* Manages user access and permission requests including setting up, modifying existing and removing terminated users.
* Monitors system usage to confirm that employees have the proper level of information access.
* Conducts information systems audits to ensure system information is secure from breach and unauthorized access.
* Supervises Support Manager to oversee desktop and helpdesk service requests.
* Complies with data backup and disaster recovery planning standards.
* Performs other duties, as assigned, in support of the ERP system.

**EDUCATION**

This position requires a bachelor’s degree in Computer Science, Computer Programming, or another closely related discipline.

**EXPERIENCE, SKILLS & MINIMUM REQUIRED QUALIFICATIONS**

* + A minimum of five (5) years of enterprise cloud-based software/system administration or network administration supporting non-profit, international organizations.
  + System administration and IT certifications in Linux, Microsoft, or other network related fields
  + Strong knowledge of systems and networking software, hardware, and networking protocols
  + Strong knowledge of and management experience related to held desk and IT operations best practices including expert knowledge of security, storage, data protection and disaster recovery protocols.
  + Direct knowledge or experience in functional financial systems (e.g., General Ledger, Asset Management) administration.
  + Knowledge of financial management, accounting, monitoring, and reporting processes common to international organizations.
  + Demonstrated capacity to successfully work in a high pressure, fast-paced environment.
  + Excellent analytical, organizational, interpersonal, oral, and written communication skills.
  + Capacity to problem-solve and troubleshoot.
  + Ability to work independently and in a dynamic team environment.
  + Possess a passion for excellent customer service and commitment to exceptional quality.
  + Strong proficiency in Microsoft Office suite of software.

**TRAVEL REQUIREMENTS**

Up to 3 trips of international travel, lasting 2-3 weeks in duration may be required.