

KIGALI PUBLIC LIBRARY

JOB DESCRIPTION – SYSTEMS ADMINISTRATOR

1. Purpose

The Systems Administrator is responsible for the effective management, maintenance, security, and continuous improvement of Kigali Public Library's (KPL) ICT infrastructure, digital platforms, website, and library management systems.

The position ensures that KPL's technology systems remain secure, reliable, accessible, and fit for purpose, while providing technical support and guidance to staff. The Systems Administrator will also oversee the administration and maintenance of the Koha Library Management System, website, servers, network infrastructure, and other digital platforms used by KPL.

2. Key Duties and Responsibilities

A. Systems and Infrastructure Administration

- Administer, maintain, and monitor KPL's ICT systems, servers, networks, databases, and related infrastructure.
- Monitor the performance, availability, and reliability of KPL's web servers and digital platforms.
- Configure and maintain network services, including proxy servers, firewalls, access controls, and related security systems.
- Identify and resolve system failures, connectivity issues, and technical problems affecting KPL operations.
- Maintain appropriate system configurations, user accounts, access permissions, and security controls.
- Ensure that ICT equipment and systems are properly maintained and used in accordance with KPL procedures.

B. Website and Digital Platform Management

- Manage, maintain, and regularly update the KPL website and other digital platforms.
- Design and update web pages, including graphics, layouts, multimedia, and basic animations where required.
- Monitor website functionality, performance, accessibility, and availability.
- Analyze website and server logs to identify technical issues and opportunities for improvement.
- Implement appropriate search engine optimization (SEO) practices to improve the visibility and accessibility of KPL's website.

- Ensure website content is accurate, current, accessible, and aligned with KPL's programs and activities.
- Coordinate with the Communications and Programs teams to support the publication of digital content.

C. Koha Library Management System

- Administer and maintain the Koha Library Management System.
- Ensure the library catalogue, bibliographic records, circulation functions, membership records, and other system components operate effectively.
- Monitor the performance and functionality of Koha and troubleshoot system-related issues.
- Support configuration and customization of Koha in accordance with KPL's operational requirements.
- Maintain knowledge of the library catalogue structure, layout, search functionality, and related digital services.
- Support staff in using Koha effectively and provide technical guidance when required.

D. ICT Security and Data Protection

- Implement and maintain appropriate ICT security measures to protect KPL's systems, equipment, data, and digital platforms.
- Monitor potential security vulnerabilities and take appropriate corrective action.
- Maintain firewall, access control, authentication, and other relevant security configurations.
- Ensure regular system backups are implemented and monitored.
- Support data recovery and system restoration when required.
- Promote good cybersecurity practices among KPL staff.
- Report significant security incidents, system risks, or vulnerabilities to Management.

E. Technical Support and User Assistance

- Provide first-line and advanced technical support to KPL staff.
- Diagnose and resolve hardware, software, network, connectivity, and system-related issues.
- Install, configure, update, and maintain computers, peripherals, software, and other ICT equipment.

- Assist staff with the use of KPL systems and digital tools.
- Conduct ICT and systems training for staff when required.
- Develop or maintain simple user guides and technical documentation where necessary.

F. Knowledge Management and Staff Support

- Maintain a good understanding of KPL's library catalogue, digital platforms, programs, events, and services.
- Ensure that technical solutions support the operational and programmatic needs of the library.
- Work closely with library, programs, communications, and administrative teams to identify technology needs and improve service delivery.

G. Reporting and Continuous Improvement

- Maintain records of system issues, maintenance activities, incidents, backups, and technical interventions.
- Provide regular reports to Management on ICT performance, risks, challenges, and improvement needs.
- Recommend upgrades, system improvements, and technology solutions that can improve KPL's efficiency and user experience.
- Keep abreast of developments in library technology, digital services, cybersecurity, and ICT infrastructure.

H. Other Responsibilities

- Perform any other duties reasonably related to the position as assigned by KPL Management.
- Support KPL events and activities where ICT or technical assistance is required.

3. Qualifications

- Bachelor's degree in Information Technology, Computer Science, Information Systems, Software Engineering, or a related field.
- Professional certifications in systems administration, networking, cybersecurity, web development, or related areas are an added advantage.
- Training or certification in Koha or library management systems is an advantage.

4. Experience

- At least 1-2 years of relevant experience in systems administration, IT infrastructure, web administration, or a related technical role.

- Experience administering websites and web-based systems.
- Experience with library management systems, preferably Koha, is an advantage.
- Experience with network administration, servers, backups, and cybersecurity is preferred.

6. Technical Skills and Competencies

- Strong knowledge of system and network administration.
- Knowledge of web administration and basic web development.
- Knowledge of HTML, CSS, JavaScript, CMS platforms, or related technologies is an advantage.
- Knowledge of server administration, firewalls, proxy servers, and network security.
- Ability to troubleshoot hardware, software, network, and system issues.
- Understanding of backup and disaster recovery procedures.
- Knowledge of SEO and website analytics.
- Strong problem-solving and analytical skills.
- Ability to document technical processes and provide user support.
- Good communication and interpersonal skills.
- Ability to work independently and as part of a multidisciplinary team.

7. Application method:

Interested and qualified candidates should submit the following documents:

- Updated Curriculum Vitae (CV);
- Motivation Letter; and
- Copies of relevant academic qualifications.

Applications should be submitted by email to recruitment@kplonline.org.

NB: Only shortlisted candidates will be contacted.