

Vacancy Notice

An opportunity exists within the Information Systems Department, Sans Souci to fill the position of **Systems Administrator —Business Applications.**

The **Systems Administrator—Business Applications** will be primarily responsible for configuring, maintaining, and supporting the critical business applications that support daily operations, by working in collaboration with various departments to ensure the day-to-day operations of business systems remain reliable and secure.

ESSENTIAL DUTIES

- Manages day-to-day operations and secure the integrity of business applications, to ensure reliable, efficient, and secure system performance that meets user needs across Financial, Billing, HR, and related systems;
- Administers user accounts, roles, and security access rights, to ensure appropriate application permissions, safeguarding system integrity and supporting secure, efficient business operations;
- Manages application interfaces, workflows, data fields, and system integrations, to ensure they align with user and organizational requirements;
- Collaborates with stakeholders, to design and implement enhancements and maintains accurate documentation of configuration changes, to ensure system efficiency, reliability, and scalability;
- Plans, tests, and deploys software updates, patches, and new releases, to maintain system security, stability, and performance and collaborate with vendors and development teams, to ensure timely patching, verify post-deployment compatibility and swiftly address any issues;
- Implements security practices and monitor access controls to safeguard system data and ensure compliance with IS policies;
- Collaborates with internal and external security teams, to conduct assessments, audits, and respond to potential security threats, maintaining a secure and compliant IT environment;
- Monitors system performance, troubleshoot issues, and optimize configurations, to resolve bottlenecks and improve efficiency, ensure scalability, reliability, and alignment with evolving business needs;
- Provides user support, by serving as the key point of contact for application-related inquiries, troubleshooting issues [escalating when necessary], and delivering training sessions, tutorials, and documentation, to enhance user proficiency while gathering feedback, to recommend improvements, and ensure optimal application usage and continuous enhancement;
- Coordinates with project managers, technical teams, and stakeholders during system implementations or major upgrades, providing subject matter expertise throughout planning, design, and testing phases, to ensure effective change control and clear communication throughout the project lifecycle, and successful, on-time delivery and alignment with organizational goals;
- Oversees data integrity, accuracy, consistency, and reliability of data within business systems, by enforcing data governance policies and best practices, to ensure seamless system performance, informed business operations, and compliance with organizational and regulatory standards;
- Assists in designing and developing custom queries, reports, and dashboards, to support data-driven decision-making and enhance business insight across departments;
- Supports a safe work environment, by actively practicing the Company's safety and health policy and promoting a culture of safety, among others, to prevent/reduce workplace incidents, accidents or injuries;
- Updates the Computer Operations Specialist on operational matters by providing briefings as necessary, and submitting reports to enable timely responses to issues and the implementation of improvement measures;
- Remains current with advancements related to system performance optimization, emerging technologies, data management best practices and application updates, by participating in educational opportunities, reading professional publications, networking, among others, to expand individual knowledge and skill set and to enable meaningful contribution to the growth and development of the Department;
- Performs any other job-related duties as may be assigned.

Vacancy Notice cont'd

Systems Administrator—Business Applications

QUALIFICATIONS & EXPERIENCE

1. Bachelor's degree in Information Technology, Computer Science, Business Administration, or related field, plus three [3+] years in a similar role administering business applications or ERP systems (e.g., Salesforce, NetSuite, MS Dynamics, SAP, Oracle, Smartstream);
2. Experience with system upgrades, patching, and user support.

KNOWLEDGE, SKILLS AND ABILITIES

- Strong knowledge of databases, data modeling, and reporting tools;
- General knowledge of the Company's and departmental guidelines and standard operating procedures;
- Sound knowledge in Microsoft Office Suite;
- Broad job knowledge and/or technical expertise relevant to the job, and ability to provide sound advice;
- Sound knowledge in the proper use and operation of equipment, software packages, system applications, word processing, and spreadsheet, and other related software;
- Sound knowledge of electrical/UPS systems for critical architecture;
- Ability to Install, configure, troubleshoot, maintain, upgrade and decommission information systems infrastructure for a secure computer systems environment;
- Ability to adhere to ethical, legal, and regulatory requirements and/or principles in the development and management of computing solutions and systems;
- Effective critical thinking, analytical and problem-solving skills;
- Ability to effectively multitask and work under pressure to meet time sensitive and mission critical deadlines;
- Ability to learn customer's operations and systems and prioritize customer requests according to established guidelines;
- Ability to quickly identify problem areas or situations, evaluate problem causes and take appropriate action to resolve issues;
- Excellent written and oral communication skills;
- Effective project management skills;
- Good team player with effective interpersonal skills and emotional intelligence;
- Excellent attention to detail and active listening skills;
- Ability to integrate Company core values throughout all business practices;
- Ability to effectively develop and maintain relationships with management, staff, and stakeholders at all levels.

APPLICATION

If, after reading the above, you believe that you are the ideal candidate, we would like to hear from you. Please submit your application by sending a cover letter and resume addressed to our **Chief Human Resource Officer** on our career portal at lucelec.catsone.com/careers. **Only shortlisted candidates will be contacted.**

Deadline for receipt of applications - 4:30pm Tuesday, November 18, 2025.