VACANCY

ATMs CCTV & ACCESS CONTROL ADMINISTRATOR
HEAD OFFICE

Applications for interested and suitably qualified candidates are invited in respect of the above position.

CORE PURPOSE OF THE JOB

The primary purpose of the ATMs, CCTV, and Access Control Administrator is to manage and maintain the organization's ATMs, CCTV surveillance, and access control systems to ensure they operate efficiently and securely. This role involves providing technical support, implementing security protocols, and liaising with service providers to ensure the highest standards of operational reliability and safety. The administrator also assists with other functions within the IT operations team as needed.

MAIN FUNCTIONS OF THE JOB

ATM Management
- Monitor, maintain, and troubleshoot ATMs to ensure continuous operation.
- Perform regular software updates, security patches, and hardware maintenance.
- Address and resolve ATM malfunctions and outages promptly.

CCTV Surveillance Management
- Oversee the installation, configuration, and maintenance of CCTV systems.
- Monitor CCTV feeds for security and operational efficiency.
- Perform daily, weekly, monthly checks and maintenance of CCTV cameras and recording equipment.
- Extract CCTV footage when required.

Access Control System Administration
- Manage access control systems, including configuration of access permissions and levels.
- Monitor and audit access control logs to detect and investigate unauthorized access.
- Ensure the proper functioning of card readers, biometric devices, and related hardware.
- Ensure correct access is granted to the relevant users.

Technical Support and Troubleshooting
- Provide frontline technical support for ATMs, CCTV, and access control systems.
- Diagnose and resolve hardware and software issues in a timely manner.
- Implement preventive measures to minimize system downtime and failures.

Liaison with Service Providers
- Coordinate with vendors and service providers for equipment procurement, repairs, and maintenance services.
- Manage service contracts and ensure timely delivery of services.
- Communicate effectively with external partners to resolve issues and improve system performance.

Assist with IT Operations
- Support other IT operations functions as needed.
- Collaborate with the IT team on projects and initiatives.
- Participate in IT department meetings and contribute to strategic planning.

Support
- Develop user manuals and instructional materials.
- Assist in onboarding new employees where necessary.

QUALIFICATIONS

- Diploma or Degree in Information Technology, Computer Science, or a related field
- Relevant certifications (e.g., CompTIA A+, ITIL Foundation) are advantageous

PREFERRED EXPERIENCE

- Previous experience in managing ATM systems, CCTV surveillance, and access control systems (preferred).
- Hands-on experience with security system administration and maintenance.

KNOWLEDGE REQUIRED

- Proficiency with ATM systems, CCTV surveillance, and access control technologies.
- Strong troubleshooting and diagnostic skills.
- Familiarity with networking and IT infrastructure.
- Strong analytical and troubleshooting abilities.
- Ability to work methodically and efficiently under pressure.
- Capability to manage multiple tasks and prioritize effectively.

Forward your CV to kameshini@albaraka.co.za

Albaraka Bank is an Equal Opportunity Employer. Applicants from the previously disadvantaged groups and people with disabilities will be given preference