



## TERMS OF REFERENCE

### Assistant Network and Systems Administrator

Vacancy Reference: GSW/JD/ANSA/20260615/01 · Date Issued: 15<sup>th</sup> June 2026

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<b>Position Title</b>	Assistant Network and Systems Administrator (x1)
<b>Department</b>	Information Technology Department
<b>Reports To</b>	Chief Technology Officer (CTO)
<b>Day-to-Day Supervision</b>	Principal Network and Systems Administrator
<b>Location</b>	Gamswitch Head Office
<b>Employment Type</b>	Full-Time, Permanent
<b>Salary Band</b>	Commensurate with experience – per approved compensation framework
<b>Application Deadline</b>	30 <sup>th</sup> June 2026

## **1. Purpose**

This Terms of Reference defines the role, responsibilities, scope of work, and reporting structure for the Assistant Network and Systems Administrator position within Gamswitch's IT infrastructure team.

## **2. Background**

Gamswitch serves as the national payment switch for The Gambia, mandated to provide a secure, interoperable, and resilient digital payment infrastructure that underpins the country's financial ecosystem. Our platform connects banks, mobile money operators, fintechs, and merchants, processing thousands of transactions daily across multiple payment channels.

As the backbone of the country's digital payment ecosystem, the reliability, security, and continuous availability of Gamswitch's systems and network infrastructure is of national importance. The Assistant Network and Systems Administrator will support the maintenance, monitoring, and troubleshooting of all networks and systems to ensure uninterrupted service operations.

## **3. Objectives of the Role**

To provide technical support for Gamswitch's network and server infrastructure including connections to partners, administration and monitoring of business applications and databases ensuring high availability, security, and performance in line with service requirements.

## **4. Scope of Work and Key Responsibilities**

The Assistant Network and Systems Administrator will be responsible for the following:

### **4.1 Network Monitoring & Maintenance**

- Monitor network performance, uptime, and bandwidth usage across Gamswitch's core and member-facing connections on a daily basis
- Perform routine maintenance on routers, switches, access points, and firewalls
- Ensure all network hardware and firmware are up to date and compliant with Gamswitch standards

### **4.2 Server & System Administration**

- Assist in the administration of physical and virtual servers (Windows Server / Linux / RHEL) within the Gamswitch environment
- Monitor server performance, resource utilization, and uptime.
- Apply system patches, updates, and configuration changes in accordance with change management procedures.

### **4.3 Technical Support**

- Provide first-level support for network-related incidents and core business applications affecting switch operations or member bank connectivity.
- Diagnose and resolve connectivity issues across Gamswitch's internal and external network segments.
- Assist with database administration tasks including routine maintenance, monitoring, and query support.
- Provide first-level support to partners integrating with Gamswitch systems

- Escalate complex issues to the Senior Network Engineer or designated Senior Engineer where necessary.

#### **4.4 Security & Compliance**

- Assist in implementing and enforcing Gamswitch's network security policies in line with PCI-DSS and Central Bank of The Gambia directives
- Monitor for unauthorized access, intrusions, or suspicious activity on the switch network and systems
- Support firewall rule management, VPN configuration, and access control for member institutions
- Assist in implementing system hardening standards and security baselines across all servers

#### **4.5 Documentation**

- Maintain accurate and up-to-date network diagrams, configuration records, server inventories and standard operating procedures for all Gamswitch infrastructure
- Document all incidents, changes, and resolutions in the ticketing system
- Prepare periodic network and system performance and incident reports for management and regulatory purposes

#### **4.6 Infrastructure Support**

- Assist with installation and configuration of new network and server equipment as Gamswitch onboards new member institutions or expands services
- Support cabling, patching, and physical network setup at the Gamswitch data centre and disaster recovery site
- Coordinate with ISPs, telecom providers, and vendors for service issues or capacity upgrades

#### **4.7 User & Access Management**

- Manage user accounts, roles, and access rights across Gamswitch systems and applications
- Enforce least-privilege access policies and periodic access reviews
- Administer Active Directory, email accounts, and related directory services

#### **4.8 Backup & Disaster Recovery**

- Execute and verify daily, weekly, and monthly backup routines for all critical systems and data
- Support testing of disaster recovery procedures at the Gamswitch DR site
- Maintain backup logs and escalate failures immediately to the System Administrator

### **5. Reporting Structure**

The Assistant Network and Systems Administrator will report directly to the Principal Network and Systems Administrator and will collaborate with the broader ICT team and relevant departments within member financial institutions as required. Formal performance appraisals are conducted in accordance with Gamswitch's staff performance management framework.

## 6. Qualifications & Skills Required

Requirement	Detail
<b>Education</b>	Diploma or degree in IT, Bachelor's Computer Science, Telecommunications, or related field
<b>Certifications</b>	CompTIA Network+, CCNA (preferred), CompTIA Server+, Microsoft MCSA, or Linux LPIC-1 (preferred)
<b>Experience</b>	1–3 years in a network support or IT technician role, preferably in a financial or payments environment
<b>Technical Skills</b>	Router, Switch and Firewall Management, Windows Server, Linux (Ubuntu/CentOS/RHEL), Active Directory, Virtualization (VMware/Hyper-V), Backup Tools, Database Management
<b>Soft Skills</b>	Problem-solving, communication, attention to detail, ability to work under pressure in a mission-critical environment

## 7. Deliverables

- Weekly network status and system health check reports submitted to the Principal System and Network Administrator
- Weekly backup verification and status reports
- Monthly incident and performance summary for management review
- Updated Gamswitch network and system documentation (quarterly)
- Timely resolution of support tickets within agreed SLAs, with priority given to incidents affecting live settlement operations

## 8. Conditions of Engagement

- The role is a full-time permanent position, subject to a probationary period as specified in the contract of employment.
- Remuneration and benefits are determined in accordance with Gamswitch's approved compensation framework.
- The role includes participation in an on-call and standby rota for after-hours infrastructure incidents, emergency maintenance, and scheduled maintenance windows; compensatory arrangements apply per Gamswitch's HR policies.
- The successful candidate must sign Gamswitch's Non-Disclosure and Confidentiality Agreement and comply with all IT security, acceptable use, and data protection policies from the date of commencement.
- The holder of this position must adhere to all change management processes, access control policies, and compliance obligations applicable to Gamswitch's operating environment, including PCI-DSS requirements.

- Strict confidentiality of all network configurations, security credentials, system architecture, cryptographic materials, transaction data, and organisational information is mandatory throughout and after employment.

## 9. Application & Selection Process

Interested and suitably qualified candidates are invited to submit their applications through the Gamswitch website:

<https://www.gamswitch.com/careers/apply/assistant-network-systems-administrator>

Applications must include the following:

- An updated Curriculum Vitae (CV) of no more than four (4) pages, including a clear summary of the technologies, systems, and platforms managed in each role.
- A cover letter of no more than one (1) page describing a specific technical challenge you have resolved and the key lessons learned.
- Copies of relevant academic and professional certificates, including all networking and systems certifications held.
- Identification documents (National ID, Birth Certificate, Passport)
- Contact details of two (2) professional referees who can speak directly to your technical skills, experience, and professional conduct.

### **Submission Deadline: 30<sup>th</sup> June 2026**

Only shortlisted candidates will be contacted. Gamswitch reserves the right to close the recruitment process once a suitable candidate has been identified.

## 10. Equal Opportunity & Confidentiality

Gamswitch is committed to a fair, transparent, inclusive, and merit-based recruitment process. All applications shall be treated with strict confidentiality and considered without discrimination, in accordance with applicable internal policies, employment principles, and relevant regulatory requirements. Personal information submitted by applicants shall be used solely for recruitment and selection purposes.