

JOB DESCRIPTION TEMPLATE

Career Ladder:	Systems Administration
Business Title:	Systems Administrator I
Department:	
Department Code:	
Level:	

Job Summary:

The Systems Administrator I consults with users and analyzes their systems hardware and software problems, and contributes to the design, provisioning and configuration of systems based on user needs.

Organizational Status:

Work Performed:

Specific Duties:

Core Duties:

- Consults with users on present or proposed business procedures, problems, and requirements in order to define systems needs and streamline system work flow.
- Supports the monitoring and analysis of systems issues and contributes to recommendations for all systems supported infrastructure as part of regular operations.
- Contributes to the design, provisioning and configuration of systems.
- Acts as a liaison between technical groups and stakeholders to coordinate the system's installation and ensure technical compatibility and satisfaction.
- Contributes to the preparation of documentation and definition of system specific dependencies to assist in problem analysis including user and technical manuals for review by senior Systems Analysts.
- Contributes to the development of best practices, standards, procedures and quality objectives across systems infrastructure or platforms.
- Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools.
- Performs other related duties as required.

Consequence of Error/Judgment:

Supervision Received:

Supervision Given:

Education/Work Experience:

Skills:

Competency Proficiency:

Core Competencies:
<p><u>Collaboration (Basic – B):</u> Takes initiative to actively participate in team interactions. Without waiting to be asked, constructively expresses own point of view or concerns, even when it may be unpopular. Ensures that the limited time available for collaboration adds significant customer value and business results.</p>
<p><u>Communicating for Results (Basic – B):</u> Converses with, and writes to, peers in ways that support transactional and administrative activities. Seeks and shares information and opinions. Explains the immediate context of the situation, asks questions with follow-ups, and solicits advice prior to taking action.</p>
<p><u>Problem Solving (Basic – B):</u> Investigates defined issues with uncertain cause. Solicits input in gathering data that help identify and differentiate the symptoms and root causes of defined problems. Suggests alternative approaches that meet the needs of the organization, the situation, and those involved. Resolves problems and escalates issues with suggestions for further investigation and options for consideration as required.</p>

Role Based Competencies:Accountability (Basic – B):

Checks assumptions about mutual expectations and clarifies standards of overall performance. Checks the scope of responsibilities of self and others. Monitors day-to-day performance and takes corrective action when needed to ensure desired performance is achieved.

Information Systems Knowledge (Basic – B):

Possesses a basic understanding of the strategy, structures, processes, and procedures of the enterprise in its relationship with the business and its activities. Troubleshoots in response to requests for technical support. Identifies problems and needs. Escalates problems to appropriate technical experts.

Initiative (Basic – B):

Volunteers to undertake tasks that stretch his or her capability. Identifies who can provide support and procures their input. Identifies problems and acts to prevent and solve them.