

## **JOB DESCRIPTION TEMPLATE**

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

### **Job Summary:**

The Senior Systems Administrator manages the development of the systems infrastructure vision and leads medium and large scale systems infrastructure projects.

### **Organizational Status:**

### **Work Performed:**

#### Specific Duties:

### Core Duties:

- Leads the in depth and comprehensive analysis and evaluation of existing or proposed business procedures, problems and user requirements with clients, business analysts, architects, and team members, based on overall strategies and systems infrastructures.
- Provides input on buy versus build recommendations and advises on system options, risk, cost vs. benefits, and impacts on business processes and goals.
- Performs capacity planning for all supported systems infrastructure and carries out performance and trend analysis.
- Works closely with IT peers to ensure all systems are in line with IT long-term strategy.
- Provides technical guidance and leadership, coaching, and mentoring to team members.
- Designs, provisions and configures systems.
- Supports, monitors and analyzes systems issues and provides recommendations for all systems supported infrastructure as part of regular operations.
- Integrates 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:**

<b>Core Competencies:</b>
<p><u>Collaboration (Advanced – A):</u> Consistently fosters collaboration and respect among team members by addressing elements of the group process that impedes, or could impede, the group from reaching its goal. Engages the “right people,” within and beyond organizational boundaries, by matching individual capabilities and skills to the team’s goals. Works with a wide range of teams and readily shares lessons learned and credit for team accomplishments.</p>
<p><u>Communicating for Results (Advanced – A):</u> Converses with, writes reports for, and creates/delivers presentations to all levels of colleagues and peer groups in ways that support problem solving and planning. Seeks a consensus with business partners. Debates opinions, tests understanding, and clarifies judgments. Brings conflict into the open empathetically. Explains the context of multiple</p>

interrelated situations, asks searching, probing questions, and solicits expert advice prior to taking action and making recommendations.

**Problem Solving (Advanced – A):**

Diagnoses problems using formal problem-solving tools and techniques from multiple angles and probes underlying issues to generate multiple potential solutions. Proactively anticipates and prevents problems. Devises, facilitates buy-in, makes recommendations, and guides implementation of corrective and/or preventive actions for complex issues that cross organizational boundaries and are unclear in nature. Identifies potential consequences and risk levels. Seeks support and buy-in for problem definition, methods of resolution, and accountability.

**Role Based Competencies:**

**Accountability (Advanced – A):**

Sets enhanced objectives for self and others. Monitors performance trends and identifies opportunities to improve standards. Provides regular feedback and suggests alternative approaches necessary to ensure that organizational objectives and superior standards are achieved. Delegates responsibility and reallocates resources as needed to ensure that priorities are met for initiatives within area of responsibility.

**Information Systems Knowledge (Advanced – A):**

Identifies means of integrating technical support requirements with enterprise processes and strategies. Identifies technological opportunities to meet client needs. Creates information system solutions to meet the needs of business stakeholders. Partners with appropriate technical consultants, experts, and managers to resolve complex problems across all IT solutions.

**Initiative (Advanced – A):**

Describes future scenarios and related opportunities. Plans potential responses involving resource holders, peers, processes, and technology. Leads a timely response, seeking internal/external advice and consultation, and sustains progress through uncharted territories.