

JOB DESCRIPTION TEMPLATE

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

Job Summary:

The Systems Administrator II designs systems hardware and software solutions, defines systems scope, and provides recommendations for all systems supported infrastructure as part of regular operations.

Organizational Status:

Work Performed:

Specific Duties:

Core Duties:

- Designs solutions to resolve system related business problems, meet user requirements, and streamline system work flows.
- Formulates and defines system scope and objectives and recommends a strategy, potential solution, or "work-around".
- Monitors and analyzes systems issues and provides recommendations for all systems supported infrastructure as part of regular operations.
- Provides guidance and training to less experienced administrators.
- Writes and maintains systems documentation including user and technical manuals.
- Designs, provisions and configures systems.
- Acts as a liaison between technical groups and stakeholders to coordinate the system's installation and ensure technical compatibility and satisfaction.
- Prepares documentation and defines system specific dependencies to assist in problem analysis.
- Provides recommendations for improving procedures and coordinating system implementation.
- 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:

Core Competencies:
<p><u>Collaboration (Intermediate – I):</u> Actively solicits ideas and opinions from others to efficiently and effectively accomplish specific objectives targeted at defined business outcomes. Openly encourages other team members to voice their ideas and concerns. Shows respect for differences and diversity, and disagrees without personalizing issues. Utilizes strengths of team members to achieve optimal performance.</p>

Communicating for Results (Intermediate – I):

Conducts discussions with and writes memoranda to all levels of colleagues and peer groups in ways that support troubleshooting and problem solving. Seeks and shares relevant information, opinions, and judgments. Handles conflict empathetically. Explains the context of interrelated situations, asks probing questions, and solicits multiple sources of advice prior to taking action when appropriate.

Problem Solving (Intermediate – I):

Applies problem-solving methodologies and tools to diagnose and solve operational and interpersonal problems. Determines the potential causes of the problem and devises testing methodologies for validation. Shows empathy and objectivity toward individuals involved in the issue. Analyzes multiple alternatives, risks, and benefits for a range of potential solutions. Recommends resource requirements and collaborates with impacted stakeholders.

Role Based Competencies:

Accountability (Intermediate – I):

Sets objectives that meet organizational needs. Provides recommendations to individuals and teams on ways to improve performance and meet defined objectives. Monitors and provides feedback on individual and team performance against defined standards.

Information Systems Knowledge (Intermediate – I):

Resolves escalated problems of technical support. Identifies root causes. Sets up and integrates new and enhanced information systems. Identifies customer needs and determines the appropriate approach to apply and ensure resolution. Solicits the input of appropriate technical experts and managers as required.

Initiative (Intermediate – I):

Seeks out new challenges that require risk taking. Determines the resources, team support, and technical needs necessary to enable success and procures them. Keeps responding to the challenge in spite of obstacles and setbacks.