

Systems Administration: Systems Administrator I

Maintains smooth operation of multi-user computer systems, including coordination with network engineers. Duties may include setting up administrator and service accounts, maintaining system documentation, tuning system performance, installing system-wide software and allocating mass storage space. Interacts with users and evaluates vendor products. Makes recommendations to purchase hardware and software, coordinates installation and provides backup recovery. Develops and monitors policies and standards for allocation related to the use of computing resources.

Knowledge

Limited use and/or application of basic principles, theories and concepts. Limited knowledge of industry practices and standards.

Problem Solving

Solves routine problems of limited scope and complexity by following established policies and procedures.

Discretion/Latitude

Work is closely supervised. Follows specific, detailed instructions.

Impact

Contributions are usually limited to task-related activities. Errors do not typically have a major effect on the organization.

Liaison

Contacts are primarily with assigned employee group. Acts as internal customer support for benefit related issues.

Work Products

Coordinates activities to ensure continuity of assigned systems are operating with adequate performance and security. Provides technical support to the user community regarding operational, procedural and other issues involving network servers, Internet, Intranet, hardware and software problems. Monitors system performance and reports problems. Assists with the maintenance, upgrade, installation and monitoring performance of network servers and existing operating systems. Assists in the preparation of technical systems documentation to update manuals and procedures for new and existing IT Systems.

Minimum Education and Experience

1+ years directly related experience with Bachelor's Degree in Information Technology, Business Administration or related field. Basic MS Word, PowerPoint and Excel skills.