

# Systems Administration: Systems Administrator II

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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**

Frequent use and general knowledge of industry practices, techniques and standards. General application of concepts and principles.

## **Problem Solving**

Develops solutions to a variety of problems of moderate scope and complexity. Refers to policies and practices for guidance.

## **Discretion/Latitude**

Works under only very general supervision. Work is reviewed for soundness of judgment and overall adequacy and accuracy.

## **Impact**

Contributes to the completion of organizational projects and goals. Errors in judgement or failure to achieve results would normally require a moderate expenditure of resources to rectify.

## **Liaison**

Frequent internal company and external contacts. Represents organization on specific projects.

## **Work Products**

Maintains operating systems to provide optimum performance and system availability. Performs network backups and restoration operations. Works closely with users and staff to identify and determine user requirements for new systems and system enhancements for specific business needs within the company. Works closely with IT Managers to ensure the training of IT personnel in the use of information systems, procedures and data security.

## **Minimum Education and Experience**

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