

Systems Administration

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.

Level 1		Level 2		Level 3		Level 4		Level 5	
Systems Administrator I		Systems Administrator II		Systems Administrator III		Sr. Systems Administrator		Systems Administrator Manager	
Knowledge	Limited use and/or application of basic principles, theories and concepts. Limited knowledge of industry practices and standards.	Frequent use and general knowledge of industry practices, techniques and standards. General application of concepts and principles.		Complete understanding and application of principles, concepts, practices and standards. Full knowledge of industry practices.		Contributes to the development of new concepts, techniques and standards. Considered expert in field within the organization.		Develops advanced concepts, techniques and standards. Develops new applications based on professional principles and theories. Viewed as expert in field within the corporation.	
Problem Solving	Solves routine problems of limited scope and complexity by following established policies and procedures.	Develops solutions to a variety of problems of moderate scope and complexity. Refers to policies and practices for guidance.		Develops solutions to a variety of complex problems. May refer to established precedents and policies.		Develops solutions to complex problems that require the regular use of ingenuity and innovation. Ensures solutions are consistent with organization objectives.		Develops solutions to problems of unusual complexity that require a high degree of ingenuity, creativity and innovativeness. Challenges are frequently unique and solutions may serve as precedent for future decisions.	
Discretion/Latitude	Work is closely supervised. Follows specific, detailed instructions.	Works under only very general supervision. Work is reviewed for soundness of judgment and overall adequacy and accuracy.		Work is performed under general direction. Participates in determining objectives of assignment. Plans schedules and arranges own activities in accomplishing objectives. Work is reviewed upon completion for adequacy in meeting objectives.		Work is performed without appreciable direction. Exercises considerable latitude in determining objectives and approaches to assignment.		Works under consultative direction toward long-range goals and objectives. Assignments are often self-initiated. Virtually self-supervisory.	
Impact	Contributions are usually limited to task-related activities. Errors do not typically have a major effect on the organization.	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.		Exerts some influence on the overall objectives and long-range goals of the organization. Erroneous decisions or failure to achieve objectives would normally have a serious effect upon the administration of the organization.		Effects of decisions are long-lasting and heavily influence the future course of the organization. Errors in judgment or failure to achieve results would result in the expenditure of large amounts of company resources.		Decisions affect the financial, employee or public relations posture of the organization. Erroneous decisions or recommendations would normally result in failure to achieve goals critical to the major objectives of the organization.	
Liaison	Contacts are primarily with assigned employee group. Acts as internal customer support for benefit related issues.	Frequent internal company and external contacts. Represents organization on specific projects.		Represents organization as a prime contact on contracts or projects. Interacts with senior internal and external personnel on significant matters often requiring coordination between organizations.		Serves as consultant to management and special external spokesperson for the organization on major matters pertaining to its policies, plans and objectives.		Serves as prime consultant and external spokesperson for the organization on highly significant matters relating to policies, programs, capabilities and long-range goals and objectives	

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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.	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.	Works closely with peers and management to determine new technologies and provide necessary documentation to ensure new technologies solve appropriate business issues. Contributes to the analysis of business practices, procedures, programs and reports to formulate an acceptable level of IT system performance. Consults with users and staff to define areas needing further improvement regarding hardware and software issues. Submits recommendations to IT Managers for improvement of internal department systems and procedures.	Consults with users and evaluates business requirements, recommends designs, provides cost analyses, plans projects, and coordinates tasks for installation of data networks. Installs, maintains, configures, troubleshoots and upgrades network components and desktop hardware. Analyzes and resolves technical problems for established networks to ensure that systems operate with adequate performance and security. Plans, tests, recommends and implements network and server infrastructure to improve performance, reliability or availability for the company.	Provides leadership in new technologies. Determines and provides necessary documentation to ensure new technologies solve appropriate business issues. Performs network design and acts as a network project manager when coordinating activities relating to system configurations, upgrades and/or installations. Ensures that assigned systems operate with adequate performance and security. Establishes user profiles, user environments, directories and monitors and ensures the security of networks begin installed. Responsible for ensuring the continuous operation of IT systems and application software within the company. Responsible for performing back-ups of company-wide information data and coordinates proper storage of back-up tapes.
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.	3+ years directly related experience with Bachelor's Degree in Information Technology, Business Administration or related field. Intermediate MS Word, PowerPoint and Excel skills.	6+ years directly related experience with Bachelor's Degree in Information Technology, Business Administration or related field. Advanced MS Word, PowerPoint and Excel Skills.	10+ years directly related experience with Bachelor's Degree in Information Technology, Business Administration or related field. Advanced MS Word, PowerPoint and Excel skills.	15+ years directly related experience with Bachelor's Degree in Information Technology, Business Administration or related field. Advanced MS Word, PowerPoint and Excel skills.