

Standard Job Profile

POSITION TITLE:

SYSTEMS ADMINISTRATOR

IT Service Assignment: Operations Services -> Operate

Profile-IT® Role Group: Operations and Support

Profile-IT® Roles: Technical Administrator, Tools Specialist

STANDARD DESCRIPTION:

“The Technical System Administrator role maintains the technical environment, including hardware, software, system administration, user permissions, backup, monitoring and performance, and is ultimately responsible for systems availability.”

“The Tool Specialist is responsible for the tools supporting the project and system like the development, configuration management, knowledge, requirements management and other tools. This includes selecting and acquiring tools. The Tool Specialist also configures and sets up the tools, and verifies that the tools work. The tools include the platforms, utilities and other application and architecture components that forms part of the system or its support.”

POSITION RESPONSIBILITIES:

ITIL® Process Assignment:

- Capacity Management Process (Technical Administrator, Tools Specialist)
- Availability Management Process (Technical Administrator, Tools Specialist)
- Continuity Management Process (Technical Administrator, Tools Specialist)
- Security Management Process (Technical Administrator)

ITIL® Process Objectives:

Capacity Management Process:

- Ensure that resources are available to meet customer requirements economically.

Availability Management Process:

- Ensure the availability of service as specified by the customer in Service Level Management.

Continuity Management Process:

- Safeguarding the performance and continuity against any eventuality based on planning and preventative measures.

Security Management Process:

- Preserve confidentiality.
- Preserve integrity of information.
- Availability is secured.
- Compliance with law and contracts.

ITIL® Key Performance Indicators:

- Ensure enough capacity for the workload of services.
- Ensure availability of reserves for peak load requirements.
- Reduce the number and scale of service bottlenecks.
- Increase capacity utilization rates.
- Reduce cost of economic use of resources.
- Meet deadlines for provisioning of capacity.
- Reduce productive time lost by users and other IT services.
- Reduce income lost due to service failure.

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- Reduce supplemental overtime for support teams.
- Reduced materials consumed.
- Reduce penalties for contract non-performance.
- Reduce the loss of business opportunities.
- Reduce impact on customer satisfaction.
- Reduce time delay and data loss in the event of a situation/incident.
- Reduce investment and maintenance cost of recovery solution.
- Increase test successes.
- Reduce process cost.
- Internal and external audit compliance.
- Reduce the number of likelihood of incidents.
- Reduce the degree of damage occurring during incidents.

Profiled(IT)People® IT Services Activities:

WORKSTREAM ACTIVITY

- **Availability Management and System Restoration:** Ensure availability of application within the boundaries of the system constraints and the agreed Service Level. Restore System in the case of an eventuality to its previously known working state.
 - **Artifact:** Availability Logs.
 - **Outcome:** Available Application.
- **Monitoring and Tuning:** Monitoring systems performance, logs and execute tuning and maintenance tasks as per the permitted administrative task specification (actions that does not require testing). Logging latent issues that risks the systems performance and availability, with Support that may require change or system modifications.
 - **Artifact:** Monitoring Logs.
 - **Outcome:** Optimal Performing Application.
- **Audits:** Routine audits of solution for usage, versioning, backup confirmation, compliance with policies, laws, best practices, etc.
 - **Artifact:** Audit Logs and and Reports.
 - **Outcome:** Compliance.
- **Security and Access Management:** Apply security policies and manage access to the system (adding, deletion and permission management of users, etc).
 - **Artifact:** Security Policy and Service Requests.
 - **Outcome:** Managed Access.
- **Capacity Management:** Ensure efficient management and allocation of resources used by the system, and flag capacity constraints or growth with Support in time for remediation where required.
 - **Artifact:** Capacity Monitoring Logs.
 - **Outcome:** Sufficient Application Capacity.
- **Continuity Management:** Restoration of service into a Disaster Recovery environment or back-up scenario in the event of a disaster. Testing of continuity management for possible eventuality.
 - **Artifact:** Continuity and Failover Plan.
 - **Outcome:** Restorable Application.

DOCUMENTATION

- **Systems Administration Specification:** Specify and keep up to date the documented operational and system administration requirements for system.
 - **Measure:** Up to date Systems Specification.
- **Systems Health and Audit Reporting:** Report on systems health, usage, versioning,

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trends, compliance, etc..

- **Measure:** Informed Client and Management
- **Configuration Management Baseline:** Specify and Keep up to date the current state of the system in the Configuration Management Database (CMDB) and ensure current copies of all installed software binaries.
 - **Measure:** Up to date and available copies of Application install binaries

Interactions:

- Change Implementation Roles: Analysts, Designer Implementers, Project Management.
- Other Operations and Support Roles: Support Analysts.

COMPETENCIES:

Key Personality Attributes as per Gallup International StrengthFinder® Strengths:

- **Command:** People strong in the Command theme have presence. They can take control of a situation and make decisions.
- **Focused:** People strong in the Focus theme can take a direction, follow through, and make the corrections necessary to stay on track. They prioritize, then act.
- **Responsibility:** People strong in the Responsibility theme take psychological ownership of what they say they will do. They are committed to stable values such as honesty and loyalty.
- **Restorative:** People strong in the Restorative theme are adept at dealing with problems. They are good at figuring out what is wrong and resolving it.
- **Discipline:** People strong in the Discipline theme enjoy routine and structure. Their world is best described by the order they create.
- **Deliberative:** People strong in the Deliberative theme are best described by the serious care they take in making decisions or choices. They anticipate the obstacles.

Please note that these are only guidelines. Different strengths may be required based on the dynamic of the team or the organization.

Profile-IT® Role Competency:

Technical Administrator Competency:

- **Knowledge of Development Platform, Operating System, Network, Security:** “I am highly knowledgeable of the development platforms, systems architectures, operating systems, network configurations, security, application packages and components that I administer.”
- **Problem Solving and Fault Diagnosis Skills:** “I am highly competent in diagnosing and solving problems with systems and applications.”
- **Knowledge of Production Practices, Procedures and Best Practices:** “I am highly knowledgeable of best practices, processes and procedures for effective systems administration and production management.”
- **Administration Tasks, Planning and Control:** “I am highly competent in planning, executing, controlling and managing administration tasks and activities for production systems.”
- **Knowledge and Experience in the Solutions Implementation Process and Software Engineering Domain:** “I am highly knowledgeable of the solutions implementation process and software engineering domain.”
- **Pro-active Monitoring, Detection and Tracking:** “I am highly capable of implementing systems monitoring to pro-actively detect service deterioration, risk and monitoring of performance in line with agreed service levels.”

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Tools Specialist Competency:

- **Understands Criteria for Tools Selection:** “I am highly knowledgeable of relevant criteria for selecting tools to support the underlying project and solutions delivery processes.”
- **Systems Analysis Skills to Compare and Select Tools for Projects:** “I am highly competent in systems analysis for selecting the appropriate tools to be used on a project.”
- **Development Platform, Testing Tools, Systems Configuration Management Tools, and Application Package Knowledge:** “I am highly knowledgeable of development platforms, testing tools, systems configuration management tools and application packages in my area of specialty.”
- **Training and Skills Transfer:** “I am highly competent in transferring my tool knowledge and skills to other resources supporting, and administering the system.”
- **Tool Support:** “I am highly competent in supporting tools for a project or for end users.”

TOOL KNOWLEDGE AND SKILLS:

To be included as per the requirements of the Position. Include technology solutions, platforms, versions etc.

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