

System administrator Position description

Title:

System administrator

Title of supervisor:

Head of the System Administration

Date:

12.10.2004 (v0.6.0)

Location / department:

System Administration Department

Overview:

Administrators manage the day-to-day operations of information technology systems (Collocation, NETMedia, clients), to make sure that the system runs effectively. Involved in the installation, repair and servicing of computers and associated equipment.

Responsibilities / duties / activities:

- Plans, installs, operates and maintains IT systems to ensure normal operation of NETMedia business, business of our partners and clients
- Takes care while working with business critical systems (collocation)
- Takes care on licensing, security, data
- Implements regular housekeeping procedures, including data backup, antivirus protection, security, etc...
- Analyses problems and develops and implement IT solutions at NETMedia, partners or clients
- Actively follows changes and new technology and proposes that to management to improve business of all parties
- Support to NETMedia personal, partners or clients,
- Informs all involved parties before taking activates that have impact on, or are visible to clients or partners
- Manages and documents hardware, software and equipment procurement
- Services IT equipment or works with external services
- Talks with managerial, administrative and technical staff to determine information needs, data flows and systems definitions
- Documents settings, activities, user data and keeps documentation up to date

Skills / conditions:

- good at technical things, enjoys electronics, computers and electro-mechanical equipment, active interest in maintaining personal technical skills and knowledge
- good communication skills, good customer service and public contact skills, able to understand and communicate with a wide variety of people, especially clients
- able to quickly understand complex problems and devise effective solutions, able to investigate, identify and solve problems quickly and efficiently, logical approach to work, self-reliance and ability to work independently, able to work as part of a team

Software skills:

- General orientation to MS platform
- Very good knowledge of TCP/IP and other network protocols
- Very good knowledge of general security related issues
- Very good knowledge of office support (client computer, applications, printers, network)
- Good knowledge of network infrastructure components (NIC, switches, routers etc.)
- Good knowledge of Windows Server platform
- Good knowledge of SQL 2000 server
- Good knowledge of IIS and Web server
- Knowledge of Cisco Network equipment and Cisco IOS
- Knowledge of Exchange server
- Knowledge of ASP and ASP.Net

Hardware skills:

- General computer hardware knowledge
- Experience of service and support PC computers and servers
- Knowledge of server specific components (SCSI controllers and disks, RAID controllers and arrays, redundant power supplies, backup units, UPS units etc.etc.)
- Experience of service and support standard or advanced networking
- Experience of service and support of peripherals (printers, print servers etc.)