

# Field Systems Administrator: Field Systems Administrator I

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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.

Installs, operates, maintains, repairs and modifies equipment. Performs a variety of maintenance and technical support on products such as equipment, integrated systems and subsystems, and software at customer and/or field locations. Analyzes and evaluates products and related performance. Troubleshoots and diagnoses malfunctions to eliminate problem in minimum time. Installs, upgrades and removes products ensuring coordinative engineering field change. Maintains effective customer communications and relations. May provide onsite training of customer support personnel.

## **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.

## **Liason**

Contacts are primarily with immediate supervisor and other personnel in the section or group.

## **Work Products (Examples may include but are not limited to)**

Understands basic Telecommunications principles (or network). Capable of following written instructions. Understands and is capable of following S.O.P.'s. Achieves minimum certifications required of job functions. Creates a user account. Able to comprehend technical manuals, documents. Systems Associate.

## **Minimum Education and Experience**

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