

# Field Systems Administrator: Field 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.

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**

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.

## **Liason**

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

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

General understanding of RF, Networking, Application topology. Liaisons between organization client(s) and outside entities. Capable of installing security patches. Maintains configuration management of installed systems. Participates in data collection and data analysis. Participates in C4I planning meetings/conferences. Assists systems administrators with Information Systems management. Understands C4I interoperability of systems at the NOC. Manages network shares. Basic understanding of Active Directory. DHCP/DNS. Able to comprehend technical manuals, documents. Networking Associate. Systems Associate. Security+. DoD IA Workforce 8570.01M.

## **Minimum Education and Experience**

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