Field Systems Administrator

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.

	Level 1	Level 2	Level 3	Level 4
	Field Systems Administrator I	**Field Systems Administrator II**	**Field Systems Administrator III**	**Sr. Field Systems Administrator**
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.
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.
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.
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.
Liason	Contacts are primarily with immediate supervisor and other personnel in the section or group.	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.

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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.	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.	Principal advisor who interacts with senior leadership (N6, N3, RDML). Performs O.J.T. to clients (users/maintainers). Assists in developing S.O.P.'s. Presents data analysis conclusions and make recommendations. Proactively monitors RF/Network/Applications to detect anomalies and makes recommendations to remedy. Displays competence in using distance support tools (chat/email/POTS). Understands C4I interoperability of systems across a Strike Group. Understands C4I interoperability of systems at the NOC. Understands C4I interoperability of systems end-to-end ship-shore. Understands C4I interoperability of systems inter/intra-AOR. Advanced understanding of Active Directory. Collaborates in the creation/editing of technical documents. Assists in Computer Network Defense (CND). Assists with planning requirements. Networking Professional. IT Professional. CISSP. Assist in training, troubleshooting and maintenance as directed Work swith counterparts ashore to resolve end-to-end issues. Resolve C4I issues that involve multiple systems.	Provides speed to capability installations/modifications. Provides flag level briefings on C4I matters. Expert understanding of Active Directory. Authors technical documents. Designs network topology. Internetworking Expert. Systems Engineer. Provides technical expertise to design, install, and support systems throughout the afloat community and shore establishments. Provides in-service engineering technical support for accelerated introduction of POR systems or modification of commercial technology.
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.	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.	6+ years directly related experience with Bachelor's Degree in Business, Information Technology or related field or equivalent experience and/or applicable industry certifications. Advanced MS Word, PowerPoint and Excel Skills.	10+ years directly related experience with Bachelor's Degree in Business, Information Technology or related field or equivalent experience and/or applicable industry certifications. Advanced MS Word, PowerPoint and Excel skills.