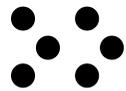


Systems Administrator Competency Matrix

NMCI DETACHMENT

Individual Performer



**Competencies ... ingredients for career development
and successful performance**



Systems Administrator Competency Matrix

Behavior Profile: Superior performers consistently exhibit the following behaviors and attributes as they demonstrate the competencies:

- Able to multi-task
- Analytical
- Client-focused
- Detail-oriented
- Fast learner
- Flexible
- Forward-thinking
- Likes job
- Highly motivated
- Patient
- Positive attitude
- Proactive
- Professional
- Systemic thinker
- Takes initiative
- Technically astute
- Thorough

Essential Competencies	Systems Administrator
<p>Backs up and restores systems – Using systems knowledge, process knowledge, and technical skills,</p> <ul style="list-style-type: none"> • keeps backup and restoration processes current and well documented • handles system backup and restoration services as requested by the client • proactively performs backup functions on a regular basis, using the appropriate processes • regularly monitors systems • restores data and system functionality as necessary <p>to ensure system service disruption is kept to a minimum, and that data is not lost.</p>	X
<p>Conducts training – Using system knowledge, technical knowledge, understanding of various software packages and hardware, software installation and configuration experience, communication skills and relationship building skills, trains both groups and individuals on applications, so employees are able to effectively function in their roles.</p>	X
<p>Creates trouble tickets – Using systems knowledge, process knowledge, technical skills, problem resolution skills, and communication skills,</p> <ul style="list-style-type: none"> • thoroughly assesses problem situations • promptly creates and issues trouble tickets that document the problem situation • consistently follows through with tracking progress made on problem resolution • consistently reports progress made on problem resolution to those affected by the situation • conducts any follow-up activities in a timely manner <p>to ensure timely resolution of problems and client satisfaction.</p>	X
<p>Develops documentation – Using technical knowledge, process and procedure knowledge, and written communications skills, develops clear and concise documentation (e.g., processes and procedures, installation, configuration and user manuals, etc.), so complete, easy-to-understand reference materials are readily available for use.</p>	X

Appendix E – NMCI DET Systems Administrator Competency Matrix

<p>Escalates problems – Using systems knowledge, NMCI organization knowledge, process knowledge, technical skills, problem resolution skills, and communication skills,</p> <ul style="list-style-type: none"> • promptly assesses a problem situation to determine the appropriate NMCI support organization to escalate for resolution • consistently follows through with tracking progress made on problem resolution • consistently reports progress made on problem resolution to those affected by the situation • conducts any follow-up activities in a timely manner <p>to ensure the appropriate NMCI organization is able to resolve problems in a timely manner and to the client’s satisfaction.</p>	<p>X</p>
<p>Facilitates change/add/move requests– Using system knowledge, process knowledge, and technical skills, implements change/add/move requests, so users within the client organizations have the appropriate level of system access.</p>	<p>X</p>
<p>Installs and configures software – Using operating system expertise, software application knowledge, systems networking skills and expertise, and technical skills, installs and configures application software, so all features are working as well as or better than expected, and that minimal follow-up problems occur.</p>	<p>X</p>
<p>Manages change – Using technical expertise, monitoring tools knowledge, communication skills, and change management skills,</p> <ul style="list-style-type: none"> • plans, designs, and implements changes to the operating environment • plans, designs, and implements changes to system monitoring tools • assists red teams in the communication of changes within the operating system environment • participates in both business reviews and technical reviews regarding system changes • prepares detailed change records including description, back-out plans, verification, and test plans <p>to ensure changes occur during approved maintenance windows and the functionality of the operating system meets or exceeds NMCI client expectations.</p>	<p>X</p>
<p>Manages and monitors system operations (i.e., configuration, installation, and maintenance of systems, and plan system migrations) – Using networking topology knowledge, multiple operating systems knowledge, hardware/software knowledge, process and procedure orientation, and technical skills and expertise,</p> <ul style="list-style-type: none"> • independently works on corrective action initiatives • accepts ownership and responsibility for issues • provides continuous system analysis • honors user requests for additions and changes for server configurations • isolates technical issues and makes appropriate recommendations for resolution • effectively leads cross-discipline team members to issue resolution • consistently overcomes and works through business and technical obstacles <p>so the system maintains a consistently high level of uptime and the server is stable, functioning correctly, and maintains a balanced load.</p>	<p>X</p>
<p>Manages and resolves problems – Using their understanding of the server environment, technical knowledge, tools and scripts knowledge, process experience, and analytical skills,</p> <ul style="list-style-type: none"> • quickly and accurately identifies and manages issues/problems • accepts ownership and responsibility for issues/problems • leads a team through issues/problems, rather than following directions • proactively seeks out and implements appropriate resolution • clearly and concisely communicates resolution status through affected organizations • prevents issues/problems from recurring through root cause analysis <p>so resolution quickly occurs and customer down time is minimized.</p>	<p>X</p>
<p>Manages projects (transitions system support) – Using system knowledge, process knowledge, industry and business expertise, technical skills, communication skills, and project management skills,</p> <ul style="list-style-type: none"> • manages the transition of new business (i.e., system support) into the organization • ensures the transitioned systems have clearly defined service requirements • effectively communicates service levels and client expectations to the technical support team • engages service area owners in the transition of new business to the appropriate support organization • manages the entire transition, implementing the necessary system management tools as required <p>to ensure a seamless transition of new system support business into NMCI or from one NMCI organization to another.</p>	<p>X</p>

Appendix E – NMCI DET Systems Administrator Competency Matrix

<p>Manages systems – Using their operating systems knowledge, client knowledge, technical expertise, service orientation, problem solving and system analysis skills,</p> <ul style="list-style-type: none"> • complies with all requirements communicated in a service level agreement • effectively supports one or more operating systems • takes initiative to participate on client projects • develops project plans that focus on the technical perspective • develops new products to enhance system operations • makes recommendations for environment improvements, and clearly and concisely documents them in reports to the client. • supports the client through system upgrades • manages an operating system utilizing a minimal number of staff members to ensure costs are kept low while quality remains high <p>so they can provide a level of support that meets or exceed NMCI client expectations, and encourages the development of new client relationships and/or new projects or contracts from existing clients.</p>	<p>X</p>
<p>Performs problem and task analysis and trending – Using system knowledge, integrated business and technical understanding, communication skills, collaboration skills, technical skills, and analytical skills,</p> <ul style="list-style-type: none"> • seeks opportunities to identify trends in problem occurrences • assesses the business and operational impact of technology changes • proactively identifies opportunities for improvement in the service delivery area (both process and technical) • works collaboratively with team leaders to implement appropriate problem resolutions or system enhancements <p>so problem recurrences can be minimized/eliminated and system stability is maintained.</p>	<p>X</p>
<p>Provides system/technical support – Using client knowledge, NMCI business and organization knowledge, communication skills, relationship building skills, and technical skills and expertise,</p> <ul style="list-style-type: none"> • acts as the point of contact for technical questions • clearly and concisely answers technical questions • promptly fixes any system breakdowns that occur, or delegates the fix to an appropriate technical support group within NMCI • proactively ensures the system being supported is fully operational • analyzes system performance, and seeks opportunities to make recommendations for system improvements <p>so the organization being supported is satisfied with the functionality of its operating system.</p>	<p>X</p>

Systems Administrator Role, Competency, and Skill Career Matrix

Summary of associated Job Roles and Role Descriptions

Systems Administrator
<ol style="list-style-type: none">1. Help Desk Support2. Network System Monitor3. Tier 3 User4. Exchange/Messaging5. Server Administration6. Win2K Systems

Appendix E – NMCi DET Systems Administrator Competency Matrix

Title: Systems Administrator – Help Desk Support

Job Description – Under general direction, implements and supports local area network (LAN) and campus area network (CAN) hardware and software. Analyzes customer workflow and procedures to recommend operational support tools and technologies to satisfy customer needs. Ensures workstations/server data integrity by evaluating, implementing, and managing appropriate software/hardware solutions. Acts as a liaison between the customer, suppliers, and other technical groups to resolve network and hardware problems. Analyzes performance problems and recommends solutions to enhance functionality, reliability, and/or usability. Participates on project teams in the implementation of new/upgraded designs. Implements operational support standards and procedures relating to change management, performance management, and security. Recommends changes and improvements to existing standards. Ensures data/media recoverability by implementing a schedule of system backups, and database archive operations. Develops site administration documentation. Provides user orientation on hardware, software, and network operations. Keeps abreast of emerging operational support technologies and industry trends.

<p>Help Desk Support Resolves customer issues when they call an EDS help desk with data access problems or non-functioning e-mail.</p>	Backs up and restores systems	Conducts training	Creates trouble tickets	Develops documentation	Escalates problems	Facilitates change/add/move requests	Installs and configures software	Leads technical teams	Manages change	Manages and monitors system operations	Manages and resolves problems	Manages projects	Manages systems	Performs problem and task analysis and trending	Provides system/technical support	Provides technical coaching and mentoring	Repairs/updates hardware, software, operating systems	Strategizes migrations	Supports e-mail system design and operations	Supports new business and proposals	Supports new projects and products	Tests software
	X	X	X		X		X				X			X	X		X		X			
Job Specific Skills																						
<ul style="list-style-type: none"> • Process trouble tickets – Key-in all necessary information associated with a trouble ticket to ensure proper documentation is maintained in the database. • Provide level 2 support – Provide level 2 support and update cases as necessary. • Manage helpdesk operations – Manage the day-to day helpdesk operations. • Resolve hardware issues – Resolve client hardware issues when they call the helpdesk for support. • Resolve software application issues – Resolve client software application issues when they call the helpdesk for support. 																						

Appendix E – NMCI DET Systems Administrator Competency Matrix

Title: Systems Administrator – Network System Monitor

Job Description – Under general direction, implements and supports local area network (LAN) and campus area network (CAN) hardware and software. Analyzes customer workflow and procedures to recommend operational support tools and technologies to satisfy customer needs. Ensures workstations/server data integrity by evaluating, implementing, and managing appropriate software/hardware solutions. Acts as a liaison between the customer, suppliers, and other technical groups to resolve network and hardware problems. Analyzes performance problems and recommends solutions to enhance functionality, reliability, and/or usability. Participates on project teams in the implementation of new/upgraded designs. Implements operational support standards and procedures relating to change management, performance management, and security. Recommends changes and improvements to existing standards. Ensures data/media recoverability by implementing a schedule of system backups, and database archive operations. Develops site administration documentation. Provides user orientation on hardware, software, and network operations. Keeps abreast of emerging operational support technologies and industry trends.

<p>Network System Monitor Provides operational support for network and system monitoring to include hardware, software, networks and applications.</p>	Backs up and restores systems	Conducts training	Creates trouble tickets	Develops documentation	Escalates problems	Facilitates change/add/move requests	Installs and configures software	Leads technical teams	Manages change	Manages and monitors system operations	Manages and resolves problems	Manages projects	Manages systems	Performs problem and task analysis and trending	Provides system/technical support	Provides technical coaching and mentoring	Repairs/updates hardware, software, operating systems	Strategizes migrations	Supports e-mail system design and operations	Supports new business and proposals	Supports new projects and products	Tests software
			X	X	X	X				X	X											
<p>Network System Monitor - Job Specific Skills</p>																						
<ul style="list-style-type: none"> • Ensure security compliance – Advise management and/or the client regarding security-related issues affecting IT systems. Audit procedures, systems, etc. to ensure compliance with security policies. • Generate system reports – Create, maintain, and analyze reports from various systems. • Resolve technical problems – Use operating systems knowledge and platform knowledge to resolve operating system, backup tool, scheduling tool, hardware, software, and other computer-related problems for the client. • Document operating systems information – Develop and maintain procedures for disaster recovery, user requests, and related hardware and software. • Analyze system performance – Analyze system service irregularities and disruptions and identify improvement recommendations. 																						

Appendix E – NMCI DET Systems Administrator Competency Matrix

Title: Systems Administrator – Tier 3/User Admin

Job Description – Under general direction, implements and supports local area network (LAN) and campus area network (CAN) hardware and software. Analyzes customer workflow and procedures to recommend operational support tools and technologies to satisfy customer needs. Ensures workstations/server data integrity by evaluating, implementing, and managing appropriate software/hardware solutions. Acts as a liaison between the customer, suppliers, and other technical groups to resolve network and hardware problems. Analyzes performance problems and recommends solutions to enhance functionality, reliability, and/or usability. Participates on project teams in the implementation of new/upgraded designs. Implements operational support standards and procedures relating to change management, performance management, and security. Recommends changes and improvements to existing standards. Ensures data/media recoverability by implementing a schedule of system backups, and database archive operations. Develops site administration documentation. Provides user orientation on hardware, software, and network operations. Keeps abreast of emerging operational support technologies and industry trends.

<p>Tier 3/User Admin Requires ability to create/manage user accounts in Win2K Pro, Win2K Server & Unix servers. Create user groups for access/email distribution lists. Assign permissions to local, roaming, & mobile users/groups. Respond to help desk entries requiring group policy adjustment.</p>	Backs up and restores systems	Conducts training	Creates trouble tickets	Develops documentation	Escalates problems	Facilitates change/add/move requests	Installs and configures software	Leads technical teams	Manages change	Manages and monitors system operations	Manages and resolves problems	Manages projects	Manages systems	Performs problem and task analysis and trending	Provides system/technical support	Provides technical coaching and mentoring	Repairs/updates hardware, software, operating systems	Strategizes migrations	Supports e-mail system design and operations	Supports new business and proposals	Supports new projects and products	Tests software
			X	X	X	X	X			X	X				X	X						
Tier 3/User Admin - Job Specific Skills																						

Appendix E – NMCIDET Systems Administrator Competency Matrix

- **Manage problems** – Take action to identify and communicate problems or potential failures and seek out/implement effective resolution to reduce system down time.
- **Ensure security compliance** – Advise management and/or the client regarding security-related issues affecting IT systems. Audit procedures, systems, etc. to ensure compliance with security policies.
- **Provide desktop support** – Provide third-level onsite support for user systems according to contract specifications. Provide full support of desktop systems for break-fix, install, move, add, and change activities. Research problems and repair or rebuild systems to appropriate specifications. Conduct troubleshooting and problem resolution within the desktop environment - including desktops, laptops and printers.
- **Troubleshoot software issues** – Troubleshoot and resolve issues on the various software packages used within each organization.
- **Resolve system problems** – Take calls from system users, read problems, analyze trouble tickets, and/or call the client to gain further information. Identify the cause of the problem by checking it on the system. Conduct further analysis and research documentation regarding similar problems. Resolve the problem or escalate it if necessary.
- **Manage system user IDs** – Create LAN and Lotus Notes IDs and shared directories. Maintain and move IDs when requested, adding and deleting directory and application access as necessary
- **Administer Local Area Networks (LAN)** – Maintain and update the local area network, providing all necessary support.
- **Generate system reports** – Create, maintain, and analyze reports from various systems.
- **Resolve technical problems** – Use operating systems knowledge and platform knowledge to resolve operating system, backup tool, scheduling tool, hardware, software, and other computer-related problems for the client.
- **Document operating systems information** – Develop and maintain procedures for disaster recovery, user requests, and related hardware and software.
- **Maintain user authentication** – Add, delete, or modify user authentication information for operating systems.

Appendix E – NMCIDET Systems Administrator Competency Matrix

Title: Systems Administrator – Exchange/Mail Admin

Job Description – Under general direction, implements and supports local area network (LAN) and campus area network (CAN) hardware and software. Analyzes customer workflow and procedures to recommend operational support tools and technologies to satisfy customer needs. Ensures workstations/server data integrity by evaluating, implementing, and managing appropriate software/hardware solutions. Acts as a liaison between the customer, suppliers, and other technical groups to resolve network and hardware problems. Analyzes performance problems and recommends solutions to enhance functionality, reliability, and/or usability. Participates on project teams in the implementation of new/upgraded designs. Implements operational support standards and procedures relating to change management, performance management, and security. Recommends changes and improvements to existing standards. Ensures data/media recoverability by implementing a schedule of system backups, and database archive operations. Develops site administration documentation. Provides user orientation on hardware, software, and network operations. Keeps abreast of emerging operational support technologies and industry trends.

<p>Exchange/Mail Admin Designs and configures e-mail system structures. Provides users with local e-mail access and internet access. Responds to e-mail threats by updating anti-virus software on e-mail servers.</p>	Backs up and restores systems	Conducts training	Creates trouble tickets	Develops documentation	Escalates problems	Facilitates change/add/move requests	Installs and configures software	Leads technical teams	Manages change	Manages and monitors system operations	Manages and resolves problems	Manages projects	Manages systems	Performs problem and task analysis and trending	Provides system/technical support	Provides technical coaching and mentoring	Repairs/updates hardware, software, operating systems	Strategizes migrations	Supports e-mail system design and operations	Supports new business and proposals	Supports new projects and products	Tests software
						X			X		X				X		X		X			
<p>Exchange/Mail Admin - Job Specific Skills</p>																						
<ul style="list-style-type: none"> • Design e-mail systems – Design and configure e-mail system structures. • Update anti-virus software – Respond to e-mail virus threats by updating anti-virus software on e-mail servers. • Manage problems – Take action to identify and communicate problems or potential failures and seek out/implement effective resolution to reduce system down time. • Ensure security compliance – Advise management and/or the client regarding security-related issues affecting e-mail systems. Audit procedures, systems, etc. to ensure compliance with security policies. • Resolve system problems – Take calls from system users, read problems, analyze trouble tickets, and/or call the client to gain further information. Identify the cause of the problem by checking it on the system, conducting further analysis, and researching documentation regarding similar problems. Resolve the problem or escalate it if necessary. • Analyze bandwidth – Analyze bandwidth to determine whether design is logical, effective, and stable to ensure that e-mails transmit with minimal delay. • Analyze network structure – Analyze the network structure to ensure to ensure stability of connections. • Determine server location – Determine the appropriate sites at which to place e-mail servers for optimal e-mail system performance. • Migrate e-mail systems – Design and implement migration strategies for e-mail systems. 																						

Appendix E – NMCIDET Systems Administrator Competency Matrix

Title: Systems Administrator – Server Administrator

Job Description – Under general direction, implements and supports local area network (LAN) and campus area network (CAN) hardware and software. Analyzes customer workflow and procedures to recommend operational support tools and technologies to satisfy customer needs. Ensures workstations/server data integrity by evaluating, implementing, and managing appropriate software/hardware solutions. Acts as a liaison between the customer, suppliers, and other technical groups to resolve network and hardware problems. Analyzes performance problems and recommends solutions to enhance functionality, reliability, and/or usability. Participates on project teams in the implementation of new/upgraded designs. Implements operational support standards and procedures relating to change management, performance management, and security. Recommends changes and improvements to existing standards. Ensures data/media recoverability by implementing a schedule of system backups, and database archive operations. Develops site administration documentation. Provides user orientation on hardware, software, and network operations. Keeps abreast of emerging operational support technologies and industry trends.

<p>Server Administrator Provides the customer with safe, secure server access. Monitors and troubleshoots e-mail and voicemail servers.</p>	Backs up and restores systems	Conducts training	Creates trouble tickets	Develops documentation	Escalates problems	Facilitates change/add/move requests	Installs and configures software	Leads technical teams	Manages change	Manages and monitors system operations	Manages and resolves problems	Manages projects	Manages systems	Performs problem and task analysis and trending	Provides system/technical support	Provides technical coaching and mentoring	Repairs/updates hardware, software, operating systems	Strategizes migrations	Supports e-mail system design and operations	Supports new business and proposals	Supports new projects and products	Tests software
	X					X		X	X	X							X					
Server Administrator - Job Specific Skills																						
<ul style="list-style-type: none"> • Provide server support – Perform various server support functions when onsite/hands-on support is required. Consult with clients regarding all aspects of server management. • Conduct server audits – Audit server settings, database settings, access control settings, and then reports server audit findings. • Support local e-mail system – Provide users with local e-mail access and internet access. • Backup and restore servers – Backup up servers to maintain data integrity in case of problems. Restore data lost either by the client or hardware failure. • Monitor servers – Monitor and troubleshoot system servers. • Support NT operations – Support the client servers to ensure they are up and running. Provide stable, uninterrupted service to the client. 																						

Appendix E – NMCI DET Systems Administrator Competency Matrix

Title: Systems Administrator – Win2K Admin

Job Description – Under general direction, implements and supports local area network (LAN) and campus area network (CAN) hardware and software. Analyzes customer workflow and procedures to recommend operational support tools and technologies to satisfy customer needs. Ensures workstations/server data integrity by evaluating, implementing, and managing appropriate software/hardware solutions. Acts as a liaison between the customer, suppliers, and other technical groups to resolve network and hardware problems. Analyzes performance problems and recommends solutions to enhance functionality, reliability, and/or usability. Participates on project teams in the implementation of new/upgraded designs. Implements operational support standards and procedures relating to change management, performance management, and security. Recommends changes and improvements to existing standards. Ensures data/media recoverability by implementing a schedule of system backups, and database archive operations. Develops site administration documentation. Provides user orientation on hardware, software, and network operations. Keeps abreast of emerging operational support technologies and industry trends.

<p>Win2K Admin Performs daily system administration functions through problem resolution, performance management, and systems configuration. Provides support for system administration problem resolution. Responds to management and user requests related to the operating system and other platform-related issues.</p>	Backs up and restores systems	Conducts training	Creates trouble tickets	Develops documentation	Escalates problems	Facilitates change/add/move requests	Installs and configures software	Leads technical teams	Manages change	Manages and monitors system operations	Manages and resolves problems	Manages projects	Manages systems	Performs problem and task analysis and trending	Provides system/technical support	Provides technical coaching and mentoring	Repairs/updates hardware, software, operating systems	Strategizes migrations	Supports e-mail system design and operations	Supports new business and proposals	Supports new projects and products	Tests software
	X				X		X			X	X		X		X							

Win2K Admin - Job Specific Skills

- **Procure assets** – Procure appropriate items per client asset(s) and requirements. Order and deploy new PCs, printers, and peripherals.
- **Manage problems** – Take action to identify and communicate problems or potential failures and seek out/implement effective resolution to reduce system down time.
- **Ensure security compliance** – Advise management and/or the client regarding security-related issues affecting IT systems. Audit procedures, systems, etc. to ensure compliance with security policies.
- **Provide desktop support** – Provide third-level onsite support for user systems according to contract specifications. Provide full support of desktop systems for break-fix, install, move, add, and change activities. Research problems and repair or rebuild systems to appropriate specifications. Conduct troubleshooting and problem resolution within the desktop environment - including desktops, laptops and printers.
- **Troubleshoot software issues** – Troubleshoot and resolve issues on the various software packages used within each organization.
- **Manage assets** – Keep track, monitor, and be accountable for an organization’s technical assets (including, servers, workstations, phones, printers, scanners, etc.). Perform the initial inventory tracking function of managed assets and day-to-day changes to inventory. Provide detailed hardware asset reporting from the central asset repository.
- **Manage storage systems** – Maintain, track, and control tape/CD back ups, and keep them on a safe environment for later retrieval in the event of an emergency.
- **Subscribe applications** – Subscribe applications to users on Tivoli servers.
- **Backup server, data, and systems** – Manage and oversee system and data backup of NT servers, performing updates as necessary. Provide viable, up-to-date backups and documentation for possible disaster recovery. On a daily basis, perform backup procedures for all servers within the domain and ensure data integrity. Perform backups of systems, applications, and databases.
- **Administer Vantive systems** – Administer the Vantive system, responding to requests from EDS staff and customers to add to or update the Vantive database.
- **Resolve system problems** – Take calls from system users, read problems, analyze trouble tickets, and/or call the client to gain further information. Identify the cause of the problem by checking it on the system. Conduct further analysis and research documentation regarding similar problems. Resolve the problem or escalate it if necessary.
- **Manage system user IDs** – Create LAN and Lotus Notes IDs and shared directories. Maintain and move IDs when requested, adding and deleting directory and application access as necessary
- **Integrate hardware and software** – Perform daily installations, moves, modifications, and configurations of all desktop equipment (both hardware and software) within the various customer platforms. Install and/or de-install hardware prior to loading software. Perform troubleshooting support as necessary.
- **Support systems** – Support and maintain midrange server hardware. Configure, repair, maintain, and order new systems equipment.
- **Administer Local Area Networks (LAN)** – Maintain and update the local area network, providing all necessary support.
- **Repackage applications** – Repackage and distribute software and support to clients on cross platforms.
- **Develop innovative applications** – Design, develop, and implement innovative software solutions that run via the Web and desktop, to increase process efficiency. Provide support and maintenance of applications. Perform daily administrative functions. Provide users with access to applications. Provide security for the environment. Keep management updated regarding the applications.
- **Generate system reports** – Create, maintain, and analyze reports from various systems.
- **Review system reports** – Review monthly monitoring reports for trends. Provide advice on steps to take to avoid future operating system problems. Implement system administration steps approved by the client.
- **Develop system specifications** – Interview customer or system architect to determine exact specifications regarding how to set up the operating system on the computer, then install and configure the operating system.
- **Resolve technical problems** – Use operating systems knowledge and platform knowledge to resolve operating system, backup tool, scheduling tool, hardware, software, and other computer-related problems for the client.
- **Document operating systems information** – Develop and maintain procedures for disaster recovery, user requests, and related hardware and software.
- **Analyze system performance** – Analyze system service irregularities and disruptions and identify improvement recommendations.
- **Maintain user authentication** – Add, delete, or modify user authentication information for operating systems.

DOCUMENT CHANGE HISTORY

(List in Reverse Chronological Order)

Effective	Version	Explain the Change Action	By	CAD No.

DOCUMENT REVIEW HISTORY

(List in Reverse Chronological Order)

Reviewed	By	Reason	Results	Comments	CAD No.

DOCUMENT CONTROL INFORMATION

Document ID	Document Owner Team Lead	Document Approver Team Lead	Stored	Retention	Disposition