

Profile title		SYSTEMS ADMINISTRATOR ROLE (19)	
Summary statement	Administers ICT System components to meet service requirements.		
Mission	Installs software, configures and upgrades ICT systems. Administers day-to-day operations to satisfy continuity of service, recovery, security and performance needs.		
Deliverables	Accountable	Responsible	Contributor
		<ul style="list-style-type: none"> Solution in Operation 	<ul style="list-style-type: none"> Solved Incident Incidents Database
Main task/s	<ul style="list-style-type: none"> Investigate, diagnose and solve system related problems Install and upgrades software Test upgrades Schedule installation work, to minimize disruption Diagnose and solve hardware or software problems Comply with organisation procedures to ensure integrity and security of the system 		

The table above is an extract from *European ICT professionals role profiles* Ref. No. CWA 16458-1:2018 E © 2018 CEN

The following pages map SFIA skills and competency levels to the role profile. There are 2 parts to the mapping:

• **The Level of responsibility.**

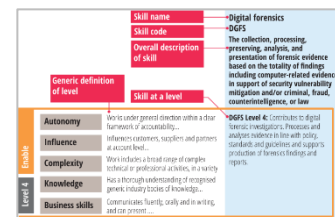
A common language is used to describe levels of responsibility across roles in all professional disciplines. The SFIA Framework consists of seven levels of responsibility; Level 1, the lowest, to Level 7, the highest. The levels describe the behaviours, values, knowledge and characteristics that an individual should have in order to be identified as competent at the level. Each of the levels is also labelled with a phrase to summarise the level of responsibility.

Level 7	Set strategy, inspire, mobilise
Level 6	Initiate, influence
Level 5	Ensure, advise
Level 4	Enable
Level 3	Apply
Level 2	Assist
Level 1	Follow

• **The Professional skills.**

SFIA 7 consists of 102 professional skills. Each skill description is made up of an overall definition of the skill and a description of the skill at each of up to seven levels.

The skill level descriptions provide a detailed definition of what it means to practice the skill at each level of competency. The skill level descriptions are aligned to the 7 levels of responsibility which ensures consistency throughout the SFIA framework making it solid and robust across professional disciplines.



EU ICT Systems administrator role (19)

SFIA Generic Responsibility Levels for the Role

Autonomy - Level 3

- Works under general direction
- Uses discretion in identifying and responding to complex issues and assignments
- Receives specific direction, accepts guidance and has work reviewed at agreed milestones
- Determines when issues should be escalated to a higher level

Influence - Level 3

- Interacts with and influences colleagues
- Has working level contact with customers, suppliers and partners
- May supervise others or make decisions which impact the work assigned to individuals or phases of projects
- Understands and collaborates on the analysis of user/customer needs and represents this in their work

Complexity - Level 3

- Performs a range of work, sometimes complex and non-routine, in a variety of environments
- Applies methodical approach to issue definition and resolution

Knowledge - Level 3

- Has a sound generic, domain and specialist knowledge necessary to perform effectively in the organisation typically gained from recognised bodies of knowledge and organisational information
- Demonstrates effective application of knowledge
- Has an appreciation of the wider business context
- Takes action to develop own knowledge

Business Skills - Level 3

- Demonstrates effective communication skills
- Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation, standards and procedures
- Contributes fully to the work of teams
- Appreciates how own role relates to other roles and to the business of the employer or client
- Demonstrates an analytical and systematic approach to issue resolution
- Takes the initiative in identifying and negotiating appropriate personal development opportunities
- Understands how own role impacts security and demonstrates routine security practice and knowledge required for own work

EU ICT Systems administrator role (19)

SFIA Professional Skills for the Role

Core - all people performing this job will need this skill. Optional - some people performing this job will need the skill.

Core: IT infrastructure @ Level 3

- Carries out agreed operational procedures, including infrastructure configuration, installation and maintenance
- Uses infrastructure management tools to collect and report on load and performance statistics and to automate the provisioning, testing and deployment of new and changed infrastructure
- Contributes to the implementation of maintenance and installation work
- Uses standard procedures and tools to carry out defined system backups, restoring data where necessary
- Identifies operational problems and contributes to their resolution

Core: Configuration management @ Level 3

- Applies tools, techniques and processes to track, log and correct information related to configuration items
- Establishes configuration base lines following defined procedures

Core: Change management @ Level 3

- Develops, documents and implements changes based on requests for change
- Applies change control procedures

Core: Problem management @ Level 3

- Investigates problems in systems, processes and services
- Assists with the implementation of agreed remedies and preventative measures

Core: Release and deployment @ Level 3

- Uses the tools and techniques for specific areas of release and deployment activities
- Administers the recording of activities, logging of results and documents technical activity undertaken
- May carry out early life support activities such as providing support advice to initial users

Core: Systems integration and build @ Level 3

- Defines the software modules needed for an integration build and produces a build definition for generation of the software
- Accepts software modules, ensuring that they meet defined criteria
- Produces software builds from software source code for loading onto target hardware
- Configures the hardware/software environment as required by the system being integrated
- Produces integration test specifications and conducts tests
- Diagnoses fault and records and reports on the results of tests
- Produces system integration reports