**Technical Competencies – System Administration Expert**

**Applicant Name:**

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| **N** | **Technology**  | **Years of experience** | **Competence (rating : 1=basic  5=excellent)** | **Detailed description of how this specific professional experience was gained.**  | **Companies where you applied these skills / knowledge, according to your professional experience, e.g. 1-the most recent position, etc.** |
|  | Very good command of English with proven drafting ability. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Good understanding of and experience working with ITIL processes, particularly change, incident and problem management. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | 5 or more years of experience working with Unix systems. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Knowledge of Solaris 10/11 administration (including Solaris virtualization technologies and Solaris Cluster administration), Unix Ldap and Kerberos administration, Oracle hardware maintenance and troubleshooting, RedHat Linux, VMware vSphere, Unix shell scripting. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Experience operating mission-critical IT infrastructure environments, e.g. in financial service, IT hosting or defence industries, working in mixed operating system and database environments ( including Windows/Linux/Unix, MS SQL Server, Oracle, ESX, etc.), managing technical service transition, creation and maintenance of support documentation. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | The main objective of the position is to provide 1st and 2nd level support to the ECB Unix and Linux based systems and services. Depending on skills of the offered candidate, this might over time extend to the cover also Windows server environment. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Investigate, diagnose and resolve system incidents and problems using available tools and referring to external suppliers if required |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Perform root cause analysis of all Data Centre infrastructure events resulting in service interruption and proactively involve other IT teams and business areas to identify solutions. Propose automated event response solutions |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Proactively identifies and proposes improvements to services, technologies, processes and documentation in order to increase ECB system availability, stability and improve customer experience |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Propose and develop solutions to improve operational efficiency of system administration team as well as Data Centre section |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Provide knowledge transfer to other colleagues in the Data Centre section and ensure accurate and up-to-date technical documentation related to systems operated by Data Centre section is available |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Deploy, configure, support development, test, pre-production and productions systems and environments, integrating business applications under development with the standard infrastructural components and documenting installation and operational procedures for further deployments in Data Centre Operations |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Complete assigned tasks by agreed deadlines and at high quality |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Contribute to the deployment of IT solutions in production by advising on the production impact of planned changes, assisting other team members in Data Centre Operations during the roll-out and post implementation |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Supporting design and preparation of recovery and contingency exercises to ensure system recovery in accordance with the predefined plans and documentation |  |  |  | 1,2,3,4,5,6,7,8 |
|  | If required support service development processes by executing technical transition |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Acting as single point of contact for project teams |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Ensuring required resource requirements are understood and timely communicated to respective team leader |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Planning, preparing and executing technical transition tests |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Experience with supporting Windows based systems, including monitoring, identifying and need for and performing preventive or remedial maintenance |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Experience with deployment, configuration and support of development, test, pre-production and productions systems and environments |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Evaluating and executing changes and service requests according to provided operating procedures while maintaining agreed service levels and deadlines |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Maintaining accurate and up-to-date technical, configuration management, inventory and troubleshooting documentation related to business applications and systems |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Assisting in development of standards for deployed system hardware, OS and software components |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Planning, preparation and documentation of maintenance activities (such as hardware firmware, OS and software upgrades) |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Oracle database administration basics |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Supporting design and preparation of recovery and contingency exercises to ensure system recovery in accordance with the predefined plans and documentation |  |  |  | 1,2,3,4,5,6,7,8 |
|  | McAfee Web Gateway operations and administration |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Operating and troubleshooting Tivoli backup systems |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Working knowledge of MS Office (in particular Word, Excel and PowerPoint) |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Understanding of network and storage concepts, technologies and equipment |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Good analytical and a problem-solving skills |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Is a team player, ready to step in when needed, tactful when dealing with colleagues and shows commitment to the achievement of team and organisational goals |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Strives to provide a good service to the customer and is ready to go the extra mile while at the same time managing expectations in view of organisational resources and strategic directives |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Manages multiple assignments, tracks and reports progress on numerous processes simultaneously |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Is excited about technology and proactively keeps her/his knowledge up to date |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Uses simple/clear words and images to communicate ideas |  |  |  | 1,2,3,4,5,6,7,8 |