**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.** |
|  | **Generic technical competencies:** |  |  |  |  |
|  | 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, 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 (e.g. environment including Windows/Linux/Unix, MS SQL Server, Oracle, ESX, etc.), managing technical service transition as well as creation and maintenance of support documentation. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | **Main tasks and specific technical competencies:**  |  |  |  |  |
|  | Working knowledge of MS Office (in particular Word, Excel and PowerPoint)  |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Experience working for EU institutions would be advantage  |  |  |  | 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 |
|  | Experience with supporting Unix based systems, including monitoring, identifying 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 |
|  | Experience with 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 |
|  | Experience with 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 |
|  | Experience with assisting in development of standards for deployed system hardware, OS and software components |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Experience with planning, preparation and documentation of maintenance activities (such as hardware firmware, OS and software upgrades) |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Experience with 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 |
|  | Experience with McAfee Web Gateway operations and administration |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Experience with operating and troubleshooting VMware 5 (or newer) based virtual environments and Tivoli backup systems |  |  |  | 1,2,3,4,5,6,7,8 |
|  | **Main tasks:** |  |  |  |  |
|  | 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 |
|  | 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 |
|  | 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 |
|  | 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 |
|  | **Behavioural competencies:** |  |  |  |  |
|  | 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 to communicate ideas |  |  |  | 1,2,3,4,5,6,7,8 |