

## Computing Services Specialist

### General System Administration:

- Monitor (list specifics) hardware and software systems at least twice daily and resolve technical issues within 24 hours of receipt.
- Write and implement at least (list amount) plans for system upgrades and installs by (list date).
- Provide a verifiable system backup plan (list timeframe) using the resources of (list group here).
- Maintain appropriate security levels on systems by (list specific duties and timeframe).

### Service "Ticket" Goals:

- Resolve 80% of (list specifics) tickets in 2 business days and 100% in 7 business days. In cases where resources are out of our control, follow-up with requester within 24 hours of receipt.

### Status Report:

- Submit written weekly status report to your supervisor outlining the following areas (list specifics) by (list timeframe).

### Scientific Linux:

- Build scientific releases (list specifics) by (list date).
- Address technical issues with the builds within ( \_\_\_ business days).
- Collaborate with at least \_\_\_ other institutions on (list topic) by (list date) to promote long-term visibility