**SYSTEMS AND NETWORK ADMINISTRATORS**

**QUESTIONNAIRE/CONSIDERATION LIST**

The following list of IT services and activities presents an overview of the sorts of IT efforts performed by most academic departments. A consideration of this list could be helpful in developing job descriptions that present a clear picture of the different areas of responsibility. The goal is for the roles and responsibilities associated with each position to be distinctly defined in a way that also displays the organizational relationship between positions.  This basic inventory of responsibilities and functions will also help insure that significant areas of responsibility are not missing altogether from the job descriptions.

For each job description in the IT organization, for each service area, consider whether that position is responsible for:

* the definition and prioritization of that service
* the design of the service
* the implementation of that design
* the on-going provision and maintenance of that service.

The responsibility could be primary, secondary (backup when the primary is absent), and/or delegated tasks in that area. Depending on your organization, different components of a service area may be assigned to different positions, and should be considered separately.

For each of the categories below, identify the roles and responsibilities of the position:

**Coordination and Leadership of IT Organization**

(e.g., design of IT org structure, alignment of IT with departmental goals, coordinate with departmental planners/administrators, development and implementation of policies and processes, IT personnel management, integrating departmental and campus efforts, etc.)

**Network Services**

(e.g., responsible delegate of UCSB subnet, routing, device configuration and management, IP address management, wiring, port patching, capacity planning, log monitoring, intrusion detection and response, access control, DNS, etc.)

**Hosted Services**

(e.g., server environment, account management, data backup, database services, data storage/file service, email service, mail lists, print service, web service, server security, etc.)

**Security**

(e.g., network, server, and desktop intrusion prevention, detection, and response; contact for campus security/policy/legal entities; etc.)

**Support Services**

(e.g., Helpdesk management, documentation, training, analysis and consultation, hardware acquisition, installation and troubleshooting, software licensing, installation, and troubleshooting, support for hosted services, etc.)

**Application Development**

(e.g., internal tools development, application development, programming environments, web database application development, etc.)

**Specialized Support**

(e.g., analytical and specialized administrative application support, research support, lab management, instructional support, etc.)