**ATTACHMENT 1**

**STATEMENT OF WORK**

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| **Nominated Candidate** | |  |
| **Role** | | Linux Systems Administrator |
| **Contract Commencement Date** | | ASAP after 1 July 2021 |
| **Contract Expiry Date** | | 30 June 2022 |
| **Purpose of Services:** | | Professional Services (Clause 7.11) |
| **Role Description** | | Lead or assist system administrator activities supporting the Linux services of the Linux Platform team as well as using influencing and mentoring skills to achieve beneficial business outcomes. |
| **SFIA Level of Responsibility Required**  *Description Below* | | The Specified Person will be expected to demonstrate attributes of SFIA Level of Responsibility 4. |
| **SFIA Skills Required**  *Description Below* | | SYSP 4  PROG 3  ITOP 4 |
| **Other Skills and Knowledge** | | **Statement of Suitability Against Other Skills and Knowledge** |
| 1. Demonstrated experience with Red Hat Satellite 6 or Foreman administration. | |  |
| 1. Demonstrated experience with building Standard Operating Environment (SOE) with RHEL 7 and 8. | |  |
| 1. Demonstrated experience with a testing product like Jenkins or Bamboo. | |  |
| 1. Demonstrated experience with configuration management tools for example: Ansible, Puppet or Salt. | |  |
| **Major Responsibilities:** | | **Statement of Suitability Against Major Responsibilities** |
| 1. Install and configure corporate standard Linux systems. | |  |
| 1. Ensure the continuous development of RHEL SOE. | |  |
| 1. Perform and coordinate system monitoring, analysis, troubleshooting and the generation of Problem/Incident tickets. | |  |
| 1. Manage the provision of proactive and reactive support including configuration updates. | |  |
| 1. Ensure required controls and accountability is adhered to as necessary to maintain system integrity and performance. | |  |
| 1. Provide guidance and mentoring to other team members, sharing knowledge within the team. | |  |
| **Other Features of the Role (e.g. location, travelling, shift hours,)** | | **Service Provider Response** |
| 1. N/A | |  |
| Prepared by: Eva Cadwallader  Date: 3 December 2020  Authorised by: Eva Cadwallader | | |
| **SFIA Core Competencies** | | |
| **SFIA Level Of Responsibility LEVEL4** | | |
| **Autonomy** | Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes. | |
| **Influence** | Influences customers, suppliers and partners at account level. May have some responsibility for the work of others and for the allocation of resources. Participates in external activities relate to own specialism. Makes decisions which influence the success of projects and team objectives. | |
| **Complexity** | Work includes a broad range of complex technical or professional activities, in a variety of contexts. Investigates, defines and resolves complex issues. | |
| **Business skills** | Selects appropriately from applicable standards, methods, tools and applications. Communicates fluently, orally and in writing, and can present complex information to both technical and non-technical audiences. Facilitates collaboration between stakeholders who share common objectives. Plans, schedules and monitors work to meet time and quality targets. Rapidly absorbs new information and applies it effectively. Maintains an awareness of developing technologies and their application and takes some responsibility for driving own development. | |
| **SFIA Professional Skill Level Description** | | |
| **SYSP4** | Reviews system software updates and identifies those that merit action. Tailors system software to maximise hardware functionality. Installs and tests new versions of systems software. Investigates and coordinates the resolution of potential and actual service problems. Prepares and maintains operational documentation for system software. Advises on the correct and effective use of system software. | |
| **PROG3** | Designs, codes, tests, corrects and documents moderately complex programs and scripts from agreed specifications and subsequent iterations, using agreed standards and tools. Collaborates in reviews of specifications, with other as appropriate. | |
| **ITOP4** | Provides technical expertise to enable the correct application of operational procedures. Uses network management tools to determine network load and performance statistics. Contributes to the planning and implementation of maintenance and installation work, including building and management of systems and components in virtualised computing environments. Implements agreed network changes and maintenance routines. Identifies operational problems and contributes to their resolution, checking that they are managed in accordance with agreed standards and procedures. Provides reports and proposals for improvement, to specialists, users and managers. | |