

## Sr. System Administrator (Unix /Windows os)

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Company: Manpowergroup CCA

Location: Heredia

Category: computer-and-mathematical

This individual contributor is primarily responsible for providing first, second and third level support t

### Role Responsibilities:

Completes work assignments and supports business-specific projects by applying expertise in subject area; supporting the development of work plan functionally to make effective business decisions; solving complex problems; escalating high pr

Practices self-

development and promotes learning in others by proactively providing information, resources, a functional stakeholders; influencing others through technical explanations and examples; adapt

Provides first and second level support to resolve difficult, complex, and sensitive problems with

Resolves highly complex problems and provides support to others.

Supports and assists with troubleshooting efforts in conjunction with customer to identify highly

Assists with efforts to analyze and prioritize incoming requests and alerts.

Identifies highly complex problems and escalates to senior staff for prioritization.

Follows procedures for incident escalation and notification to leadership.

Follows and facilitates the development of standard operating procedures.

Facilitates the tracking and development of documentation by entering details of problems, stat

Facilitates efforts to meet key performance indicators (e.g., performance, availability, capacity).

Supports and assists with the documentation of workarounds for problem records and changes

Reviews information and supports the compilation of information (e.g., procedures, installation,

Facilitates the knowledge repository for highly complex technical support.

Supports and assists with the execution of disaster recovery and business continuity processes

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