



Helping Organizations Define and Develop Top Talent

What Does it Take to be a Top Network Administrator Today

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It always has been a little puzzling to figure out what exactly makes a top-notch Network Administrator. Well-Run Concepts has been conducting research to quantify what is needed in the position of Network Administrator today by defining these key areas:

- Attributes: personal skills or competencies
- Values: rewards and culture
- Behaviors: how they do the job

We used a comprehensive, validated, step-by-step process called the Trimetrix™ system to determine what is needed for top performance. This article will summarize our findings to date and here is what we found.

Attributes tells us if an individual **can** do the job by looking at what personal skills or competencies are needed in the job of Network Administrator.

The Top Seven Attributes are:

1. CONTINUOUS LEARNING: The ability to take personal responsibility and action toward learning and implementing new ideas, methods and technologies.

- Researches job related topics to improve understanding, expertise and personal performance
- Continually updates business skills
- Actively seeks suitable opportunities to implement newly acquired skills and knowledge
- Provides expertise, knowledge and information to others as required.

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2. SELF MANAGEMENT: The ability to prioritize and complete tasks in order to deliver desired outcomes within allotted time frames.

- Independently pursues business objectives in an organized and efficient manner
- Prioritizes activities as necessary to meet job responsibilities
- Maintains required level of activity toward achieving goals without direct supervision
- Minimizes work flow disruptions and time wasters to complete high quality work within a specified time frame

3. PROBLEM SOLVING: The ability to identify key components of a problem to formulate a solution or solutions.

- Analyzes all data relative to a problem
- Divides complex issues into simpler components in order to achieve clarity
- Selects the best options available to solve specific problems
- Applies all relevant resources to implement suitable solutions

4. RESULTS ORIENTATION: The ability to identify actions necessary to complete tasks and obtain results.

- Maintains focus on goals
- Identifies and acts on removing potential obstacles to successful goal attainment
- Implements thorough and effective plans and applies appropriate resources to produce desired results
- Follows through on all commitments to achieve results

5. FLEXIBILITY: The ability to readily modify, respond to and integrate change with minimal personal resistance.

- Adapts effectively to changing plans and priorities
- Demonstrates the capacity to handle multiple tasks as one time
- Deals comfortably with ambiguity
- Adjusts preset plans as necessary with minimal resistance

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6. SELF STARTING: The ability to initiate and sustain momentum without external stimulation.

- Initiates relevant activities toward achieving business goals
- Independently completes projects and produces desired results
- Requires little or no supervision to stay focused on necessary activities
- Readily identifies and pursues business opportunities without outside direction

7. PLANNING AND ORGANIZATION: The ability to establish a process for activities that lead to the implementation of systems, procedures or outcomes.

- Defines plans and organizes activities necessary to reach targeted goals
- Organizes and utilizes resources in ways that maximize their effectiveness
- Implements appropriate plans and adjusts them as necessary
- Consistently demonstrates organization and detail orientation

Values make up the next critical success factor needed, which tells us **why** an individual will do the job or, in other words, what rewards & cultures are they seeking on the job.

The Top Three Values are:

1. THEORETICAL

Rewards those who value knowledge for knowledge's sake, continuing education and intellectual growth.

2. TRADITIONAL/REGULATORY

Rewards those who value traditions inherent in social structure, rules, regulations and principles.

3. UTILITARIAN/ECONOMIC

Rewards those who value practical accomplishments, results and rewards for their investments of time, resources and energy.

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Behaviors tell us **how** an individual will perform the job. We analyzed which of the behaviors an individual should possess to perform well in the job of Network Administrator. This is very important information to know in understanding communication styles.

The Top Three Behaviors are:

1. ORGANIZED WORKPLACE

The job's success depends on systems and procedures. Its successful performance is tied to careful organization of activities, tasks and projects that require accuracy. Record keeping and planning are essential components of the job.

2. ANALYSIS OF DATA

The job deals with a large number of details. It requires that details, data and facts are analyzed and challenged prior to making decisions and that important decision-making data is maintained accurately for repeated examination as required.

3. URGENCY

The job requires decisiveness, quick response, fast action. It will often be involved in critical situations demanding that on-the-spot decisions be made with good judgment. The job will repeatedly face important deadlines that must be met on time.

Now that we have a clear picture of what the Network Administrator Job looks like, I would like to ask you this...

- If you are a Network Administrator, do you have these critical success factors mastered? If not, what's your plan to develop them?
- If you are Company, how are you currently measuring the talent in your I.T. Team today?
- Do they have the above named attributes, values and behaviors?
- If so, great! You are ahead of the competition!

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- If not, how will you develop them or better yet, select talent that already has it?

Here are a few suggestions to get you started:

If you want to know for sure, then run a Personal Talent Profile on yourself or your staff. Then match the results to the benchmark of the Network Administrator Job in this article.

If you have a unique culture in your company, you may want to be more specific and run a Trimetrix™ job benchmark with your own stakeholders. Then you can match your talent to your unique culture.

Either way, if you are not assessing your talent now, how can you meet the challenges of your evolving clients needs?

Well-Run Concepts would like to work with you to develop a scientifically validated system for defining, selecting and developing top talent for your company.

If you would like more information on how the Trimetrix™ system works, or more details of our research, please visit us on the web at www.well-run.com, or email us at success@well-run.com.

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