



# PROFILE SHEET WSP-G3-012 “WEB SERVER ADMINISTRATOR”

G3 Web Skills Profiles - version 2.0

Generation 3 European ICT Professional Profiles

Appendix to the official specification of 30 June 2014

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**Previous version:** <http://www.skillprofiles.eu/stable/g3/en/v1/profiles/WSP-G3-012.pdf>

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## Profile WSP-G3-012. Web Server Administrator

This section is normative.

The profile sheet, listed below and described in appendix B, is an integral part of the document, "G3 Web Skills Profiles - version 2.0 - Generation 3 European ICT Professional Profiles", official specification of 30 June 2014" [WSPG3-03].

Profile WSP-G3-012	Web Server Administrator
<b>Summary statement</b>	Professional position that administers the components of the ICT system to meet Web service requirements.
<b>Mission</b>	The Web Server Administrator installs software, and configures and updates ICT systems for guarantee Web server services. He or she administers the daily operation of the system to ensure the continuity of the service, create backups, provide security, and meet performance requirements.
<b>Deliverables</b>	<p><b>Accountable (A)</b></p> <ul style="list-style-type: none"> <li>• Configuration of the production system.</li> <li>• Disaster recovery.</li> <li>• Tuning.</li> </ul> <p><b>Responsible (R)</b></p> <ul style="list-style-type: none"> <li>• Existing solution.</li> <li>• Planned activities.</li> </ul> <p><b>Contributor (C)</b></p> <ul style="list-style-type: none"> <li>• Incident resolution documents.</li> </ul>
<b>Main tasks</b>	<ul style="list-style-type: none"> <li>• Examine, diagnose, and resolve system problems.</li> <li>• Install and update software.</li> <li>• Schedule installation work, communicating with all other players involved to ensure that installation priorities are met and that downtime is minimized for the organization.</li> <li>• Diagnose and resolve and problems and errors that may occur in hardware and software operations.</li> <li>• Comply with organizational procedures to ensure system integrity.</li> </ul>
<b>E-CF competences</b>	<ul style="list-style-type: none"> <li>• <b>B.2. Component Integration:</b> Levels e-2, e-3.</li> <li>• <b>B.3. Testing:</b> Levels e-2, e-3.</li> <li>• <b>C.1. User Support:</b> Levels e-2, e-3.</li> <li>• <b>C.4. Problem Management:</b> Levels e-2, e-3.</li> <li>• <b>E.8. Information Security Management:</b> Levels e-2, e-3.</li> </ul>

<b>Skills / Knowledge</b>	<b>Technical</b> <ul style="list-style-type: none"> <li>• Be able to administer, configure, and optimize Web and Application Servers.</li> <li>• Knowledge of server and network security issues.</li> <li>• Knowledge of network architectures.</li> </ul> <b>Informatics</b> <ul style="list-style-type: none"> <li>• Installation, configuration, and management of Operating Systems (e.g. Linux, Windows).</li> <li>• Installation, configuration, and management of Application Servers (e.g. Tomcat, JBOSS).</li> <li>• Installation, configuration, and management of Web Servers (e.g. Apache, IIS).</li> </ul> <b>Strengthening</b> <ul style="list-style-type: none"> <li>• Be able to administrate, configure, and optimize the Internet Servers.</li> </ul>
<b>Key Performance Indicators (KPIs)</b>	<ul style="list-style-type: none"> <li>• Existing systems.</li> <li>• Consistent with the Service Level Agreement: availability, performance.</li> </ul>
<b>Qualification / Certifications</b> <i>(this section is informative)</i>	<ul style="list-style-type: none"> <li>• European ICT Professional Profile “Systems Administrator”.</li> </ul>
<b>Attitudes (non ICT)</b> <i>(this section is informative)</i>	<b>Interpersonal and Organizational</b> <ul style="list-style-type: none"> <li>• Problem solving.</li> <li>• Teamwork.</li> </ul> <b>Linguistic</b> <ul style="list-style-type: none"> <li>• Good knowledge of the national language or the language used by the working group - minimum level: B1 QCER.</li> <li>• Good knowledge of the English language - minimum level: B2 QCER.</li> </ul>
<b>Relationships / Reporting line</b> <i>(this section is informative)</i>	<b>Interacts with:</b> <ul style="list-style-type: none"> <li>• Web Business Analyst</li> <li>• Web DB Administrator</li> <li>• Frontend Web Developer</li> <li>• Server Side Web Developer</li> <li>• Information Architect</li> <li>• Mobile Application Developer</li> </ul> <b>Reports to:</b> <ul style="list-style-type: none"> <li>• Web Project Manager</li> </ul>

## Appendices

### Appendix A. Glossary

#### Informational (informative)

for the purposes of information and not required for compliance.

*Note: The content required for compliance is referred to as "normative".*

#### normative

Required for obtaining compliance.

*Note: Content listed as "informative" or "non-normative" is never necessary for compliance.*

### Annex B. Profile sheet structure

The Web skills profiles are identified by an unambiguous code and are structured in reference to paragraph 4.2 of the CWA CEN document, "European ICT Professional Profiles" [CWA-01] updated upon European e-Competence Framework 3.0 [CWA-02].

- **Profile Title.** Name - including the identification code - of the Web skill profile according to the unambiguous international catalogue from the IWA/HWG.
- **Summary statement.** Lists the primary purpose of the profile. The purpose is to give all stakeholders and users a brief, concise description of the specified Web skill profile, written in a form understandable by ICT professionals, managers, and Human Resources staff.
- **Mission.** Describes the basic assignment of the profile. The purpose is to specify the working role defined in the Web Skill Profile.
- **Deliverables.** Describes the documents produced by the job description as accountable (guarantee), responsible (support), and contributor (contribution).
- **Main tasks.** Provides a list of typical tasks carried out by the profile. A task is an action undertaken to achieve a result in a broadly defined context and contributing to the definition of the profile.
- **E-CF competences.** Provides a list of the skills necessary (taken from the e-CF references) to carry out the assignment. A skill is the outcome of the previous definition of the Profile and helps to differentiate profiles.
- **Skills / knowledge.** A list of abilities and knowledge necessary for the definition of the profile, subdivided into technical, informatics, and strengthening (improving abilities for the profile).
- **Key Performance Indicators (KPIs).** Based on KPI (Key Performance Indicators), the area of application of the KPI is a more generic indicator, consistent with the grade level of the overall profile. It applies for adding depth to the assignment.

- **Qualification / Certifications.** These are the recommended, but not essential, qualifications and certifications for carrying out the activities in the profile. However, these qualifications and certifications may be used for developing knowledge of specific skills within the profile. This section is for informational purposes.
- **Attitudes (non ICT).** A list of aptitudes supporting the abilities and knowledge, subdivided into interpersonal/organizational and linguistic. This section reports references to the QCER [CE-01], which promotes the understanding of specific language certifications. This section is for informational purposes.
- **Relationships / Reporting line.** A list of Web skills profiles and not with whom the profile discusses (relationships) or reports (reporting lines). This section is for informational purposes.

## Annex C. References

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[CE-01]	<b>Council of Europe</b> <i>Common European Framework of Reference for Languages: Learning, Teaching, Assessment (CEFR) (January 2002)</i> <a href="http://www.coe.int/t/dg4/linguistic/CADRE_EN.asp">http://www.coe.int/t/dg4/linguistic/CADRE_EN.asp</a>
[CWA-01]	<b>CEN (European Committee for Standardization)</b> <i>CWA 16458:2012 European ICT Professional Profiles updated by e -CF version 3.0 competences (March 2014)</i> <a href="http://relaunch.ecompetences.eu/wp-content/uploads/2013/12/EU_ICT_Professional_Profiles_CWA_updated_by_e_CF_3.0.pdf">http://relaunch.ecompetences.eu/wp-content/uploads/2013/12/EU_ICT_Professional_Profiles_CWA_updated_by_e_CF_3.0.pdf</a>
[CWA-02]	<b>CEN (European Committee for Standardization)</b> <i>CWA 16234:2014 Part 1. European e-Competence Framework 3.0. A common European Framework for ICT Professionals in all industry sectors (March 2014)</i> <a href="http://ecompetences.eu/wp-content/uploads/2014/02/European-e-Competence-Framework-3.0_CEN_CWA_16234-1_2014.pdf">http://ecompetences.eu/wp-content/uploads/2014/02/European-e-Competence-Framework-3.0_CEN_CWA_16234-1_2014.pdf</a>
[WSPG3-01]	<b>IWA (International Webmasters Association)</b> <i>G3 Web Skills Profiles - version 2.0 Generation 3 European ICT Professional Profiles Official specification of 30 June 2014 (English version)</i> <a href="http://www.skillprofiles.eu/stable/g3/en/2013-06-30.pdf">http://www.skillprofiles.eu/stable/g3/en/2013-06-30.pdf</a>