

# The 7 Habits of a Highly Effective Systems Administrator

Andrina Kelly, JAMF Software  
@andrina

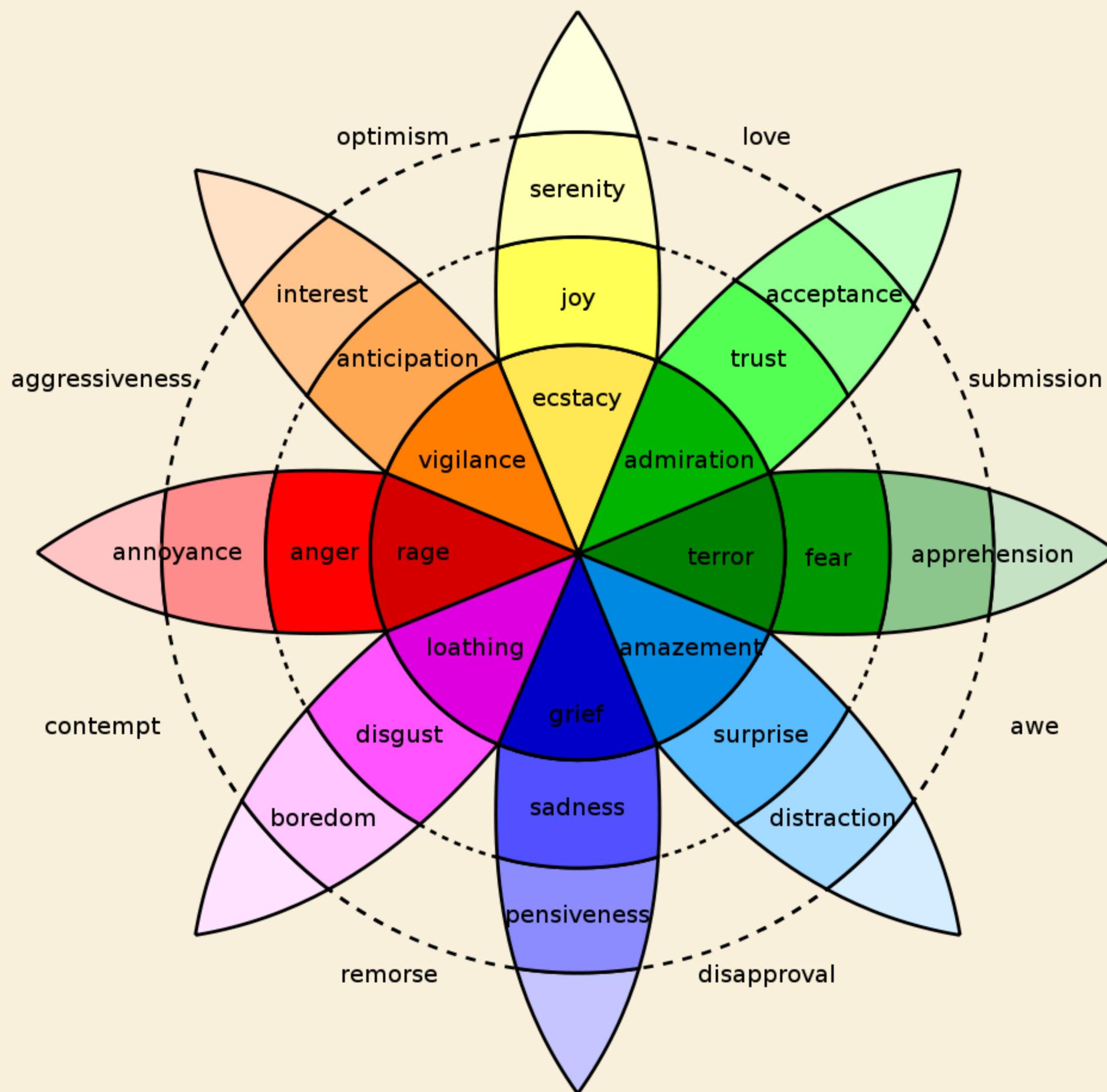
If you watch a movie of your life backwards, it's about a sysadmin who regains youth/happiness as they forget more and more about computers

@sadsrver



Be Proactive





Emotional intelligence, or **EQ**, is the ability to identify and manage your own and others' emotions.

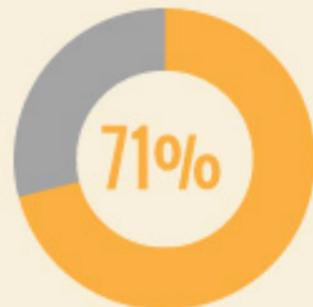
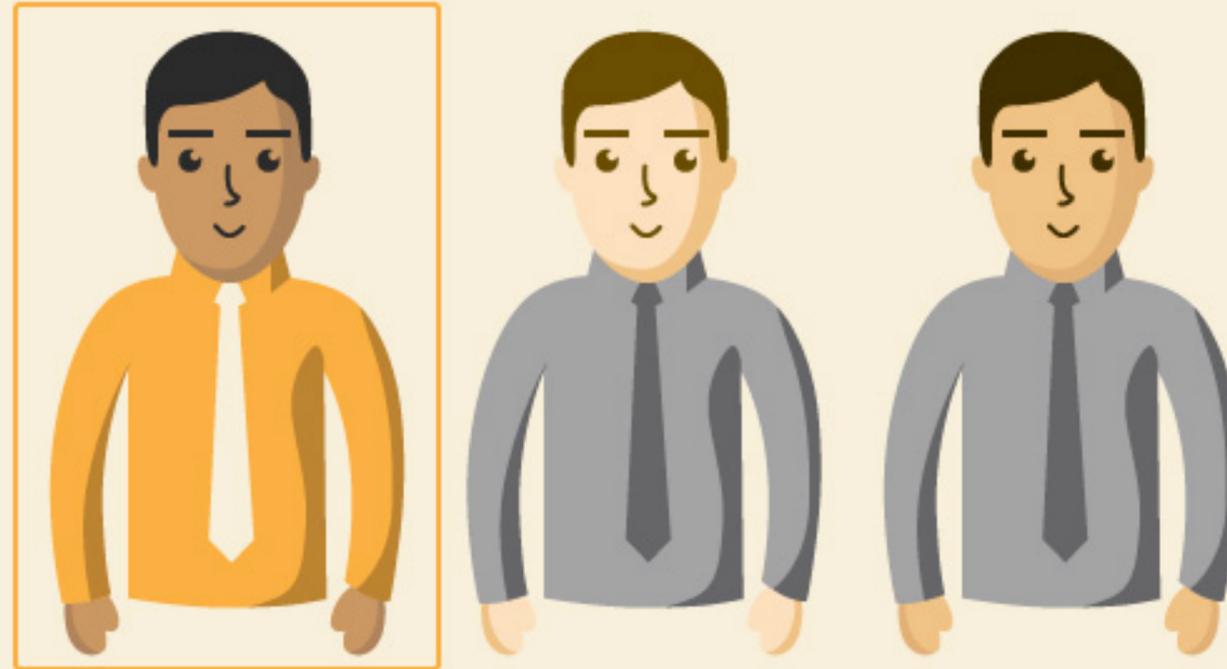
defining  
**EQ**

# DOES HIGHER EI MEAN IMPROVED JOB PERFORMANCE?

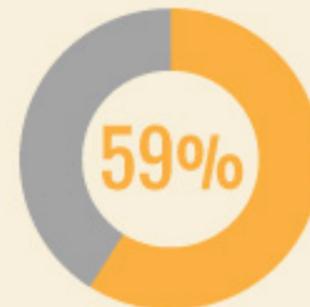
In 2011,

## OVER 1 IN 3 HIRING MANAGERS

reported placing increased emphasis on EI in their hiring/promoting decisions



71%  
said it's more important  
than IQ



59%  
even said they wouldn't hire  
someone with high IQ and low EI!

# WHY DO EMPLOYERS VALUE EI OVER IQ?

In order of importance, employers say it's because those with high EI...

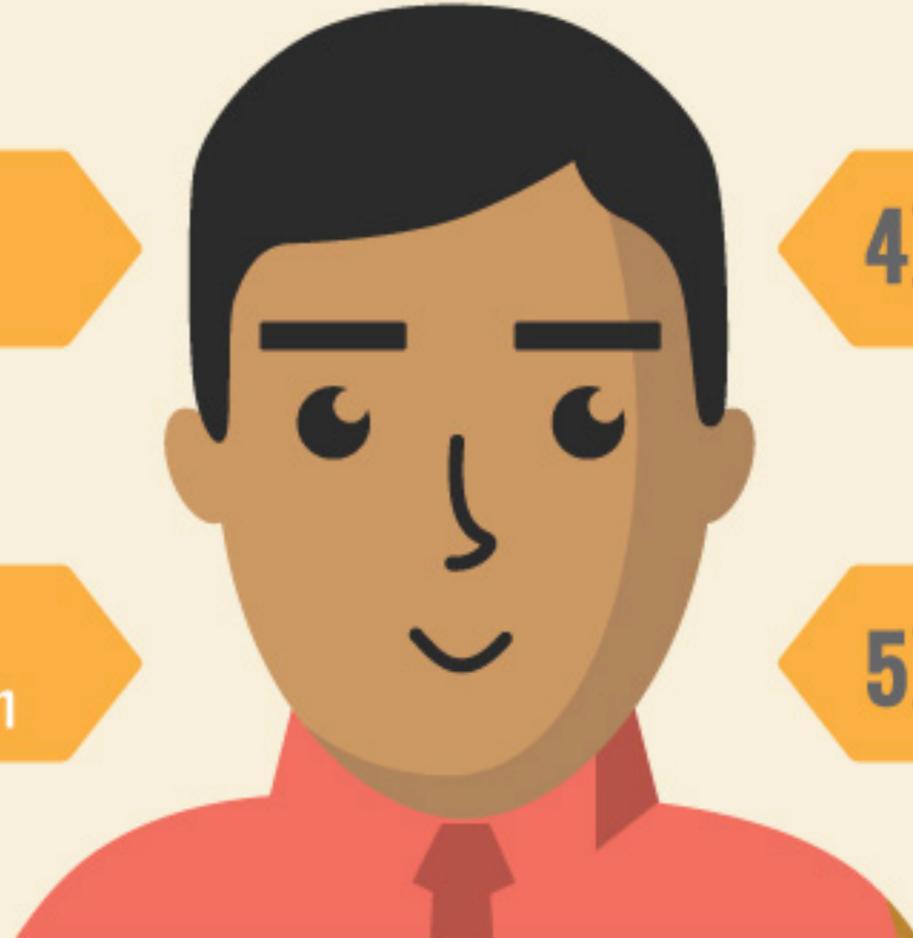
**1)** Usually remain calm under pressure

**2)** Resolve conflict effectively

**4)** Lead by example

**3)** Are empathetic to their colleagues — and act as such

**5)** May put more consideration into business decisions



# IMPROVE YOUR EMOTIONAL INTELLIGENCE TO IMPROVE YOUR LIFE!



Be mindful of your non-verbal communication

Facial expressions and movements

Body language

Gestures

Reduce stress

Stay connected to your emotions at all times

Practice effective conflict resolution

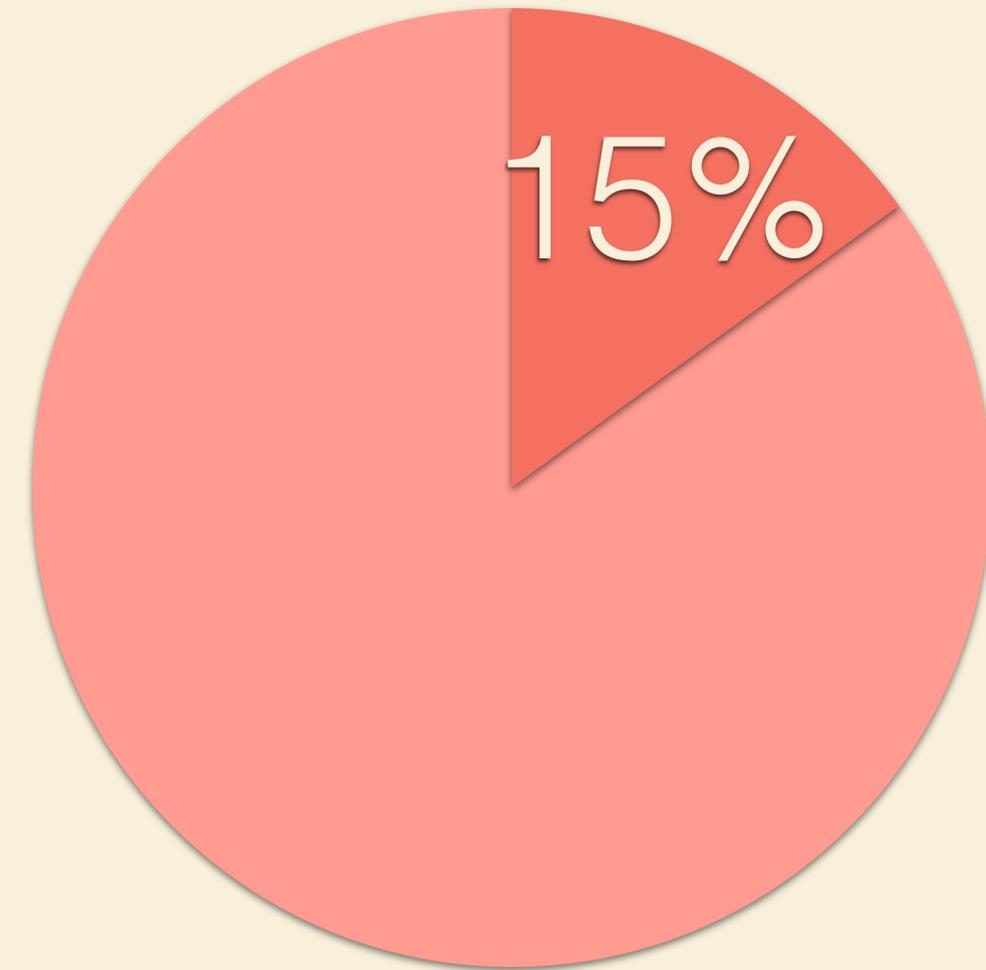
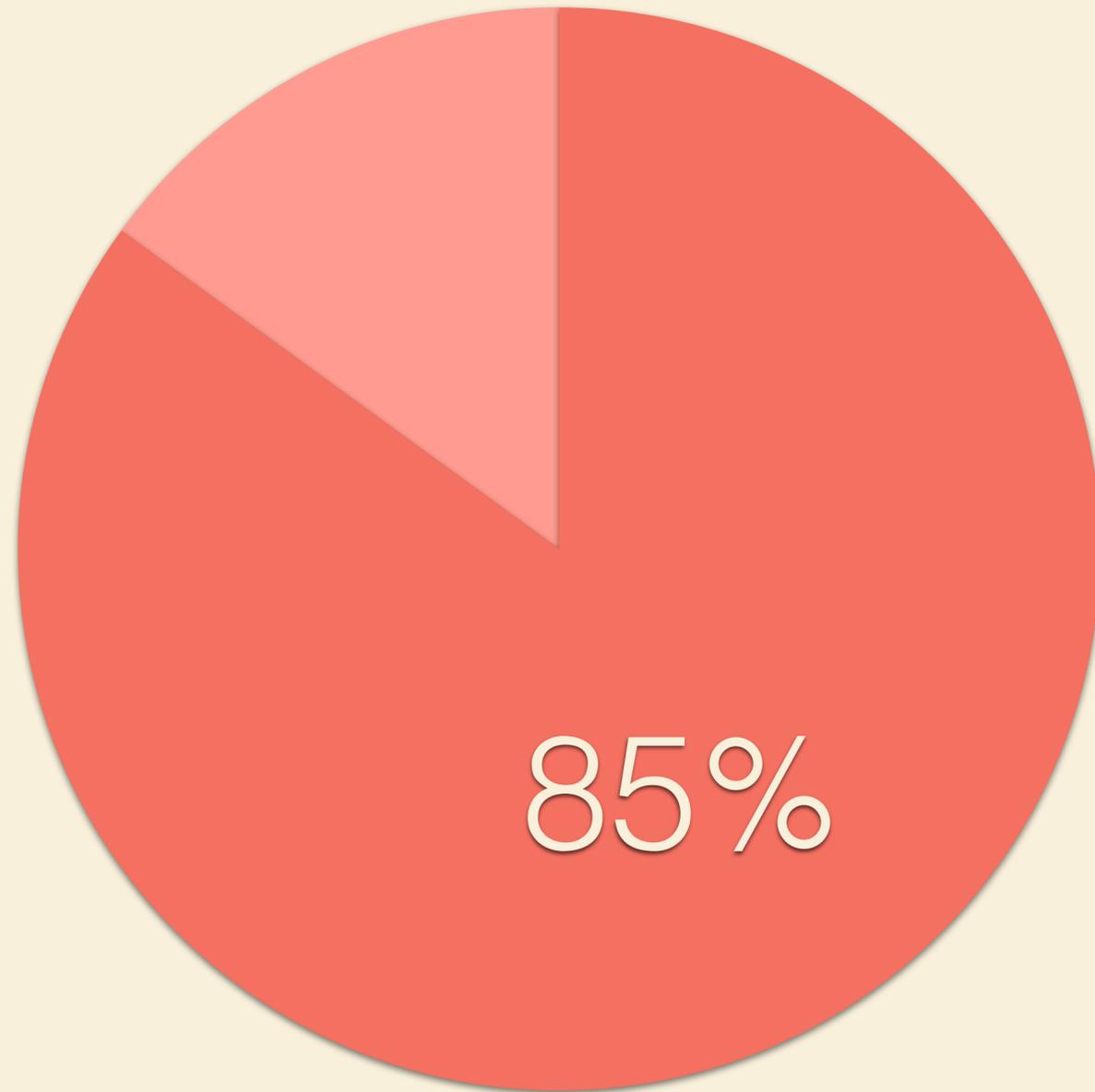
Choose your words carefully

Keep the conversation centered on the present

Be ready to forgive or otherwise peacefully end the conflict

Stay positive

**85%** of your financial success is due to **EQ**



Only **15%** is due to IQ

Circle of Concern

Circle of Influence

More Energy & Focus  
Ability to Influence Increases

Frustration  
Futile Wasted Energy

When I have  
my perfect job  
I'll be happy

If only I had a  
boss that  
listened to me

If I only had  
more time to  
myself

I can learn  
more valuable  
skills

I can be a  
more effective  
communicator

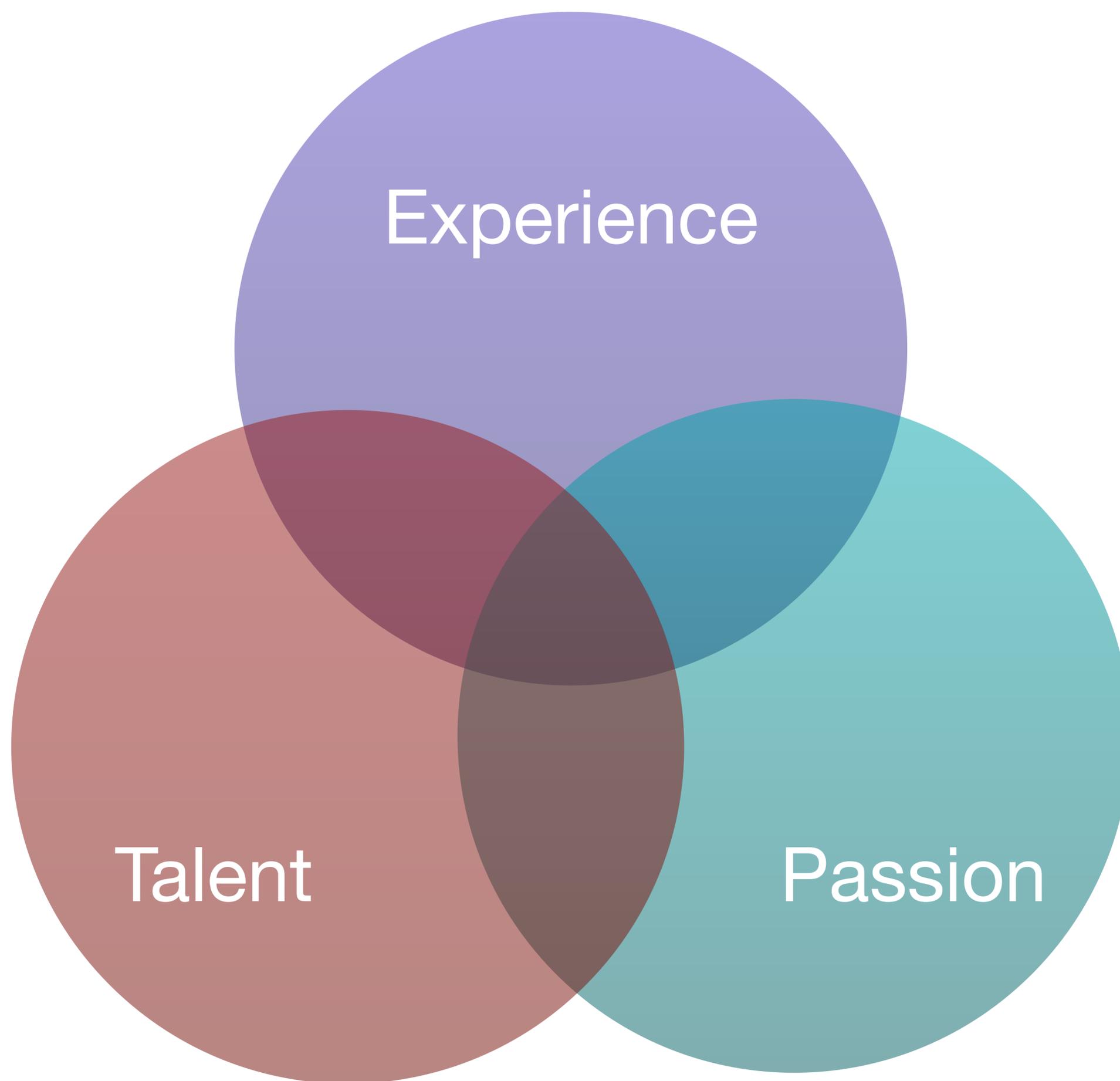
I can be a  
morning  
person

We are what we repeatedly do.  
Excellence, then, is not an act,  
but a habit.

Aristotle

Keep The End in Mind

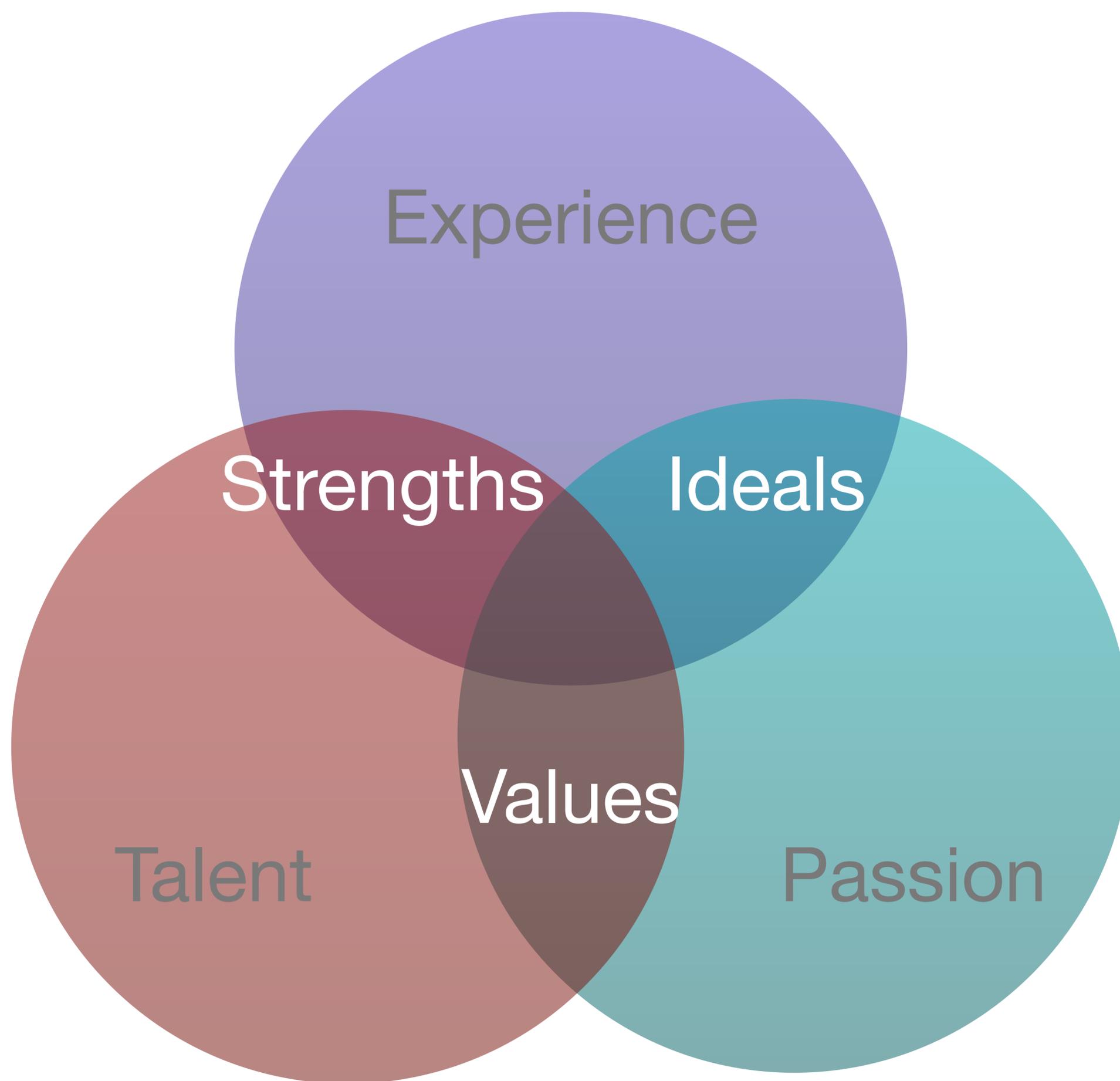




Experience

Talent

Passion



Experience

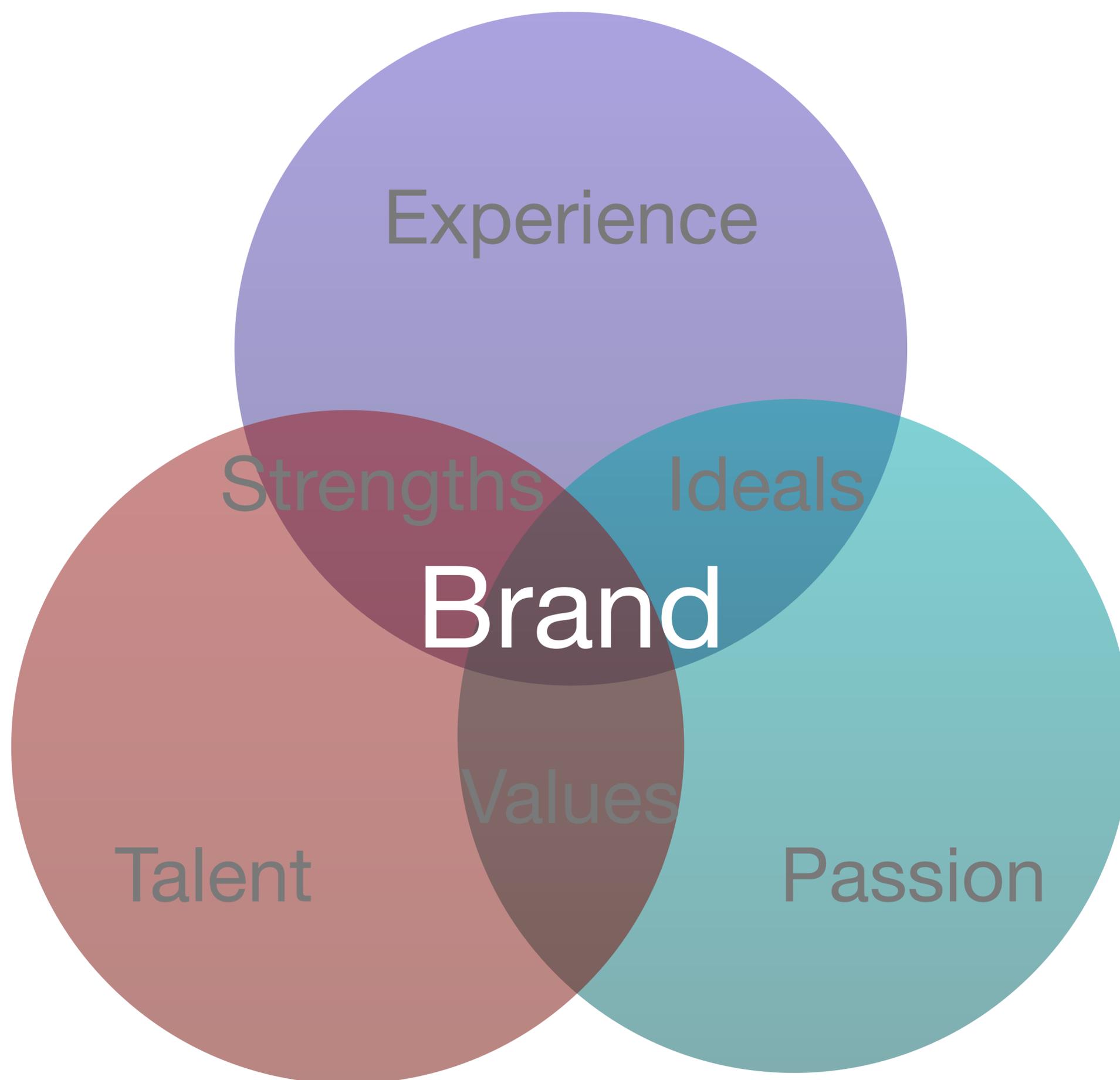
Strengths

Ideals

Values

Talent

Passion



Experience

Strengths

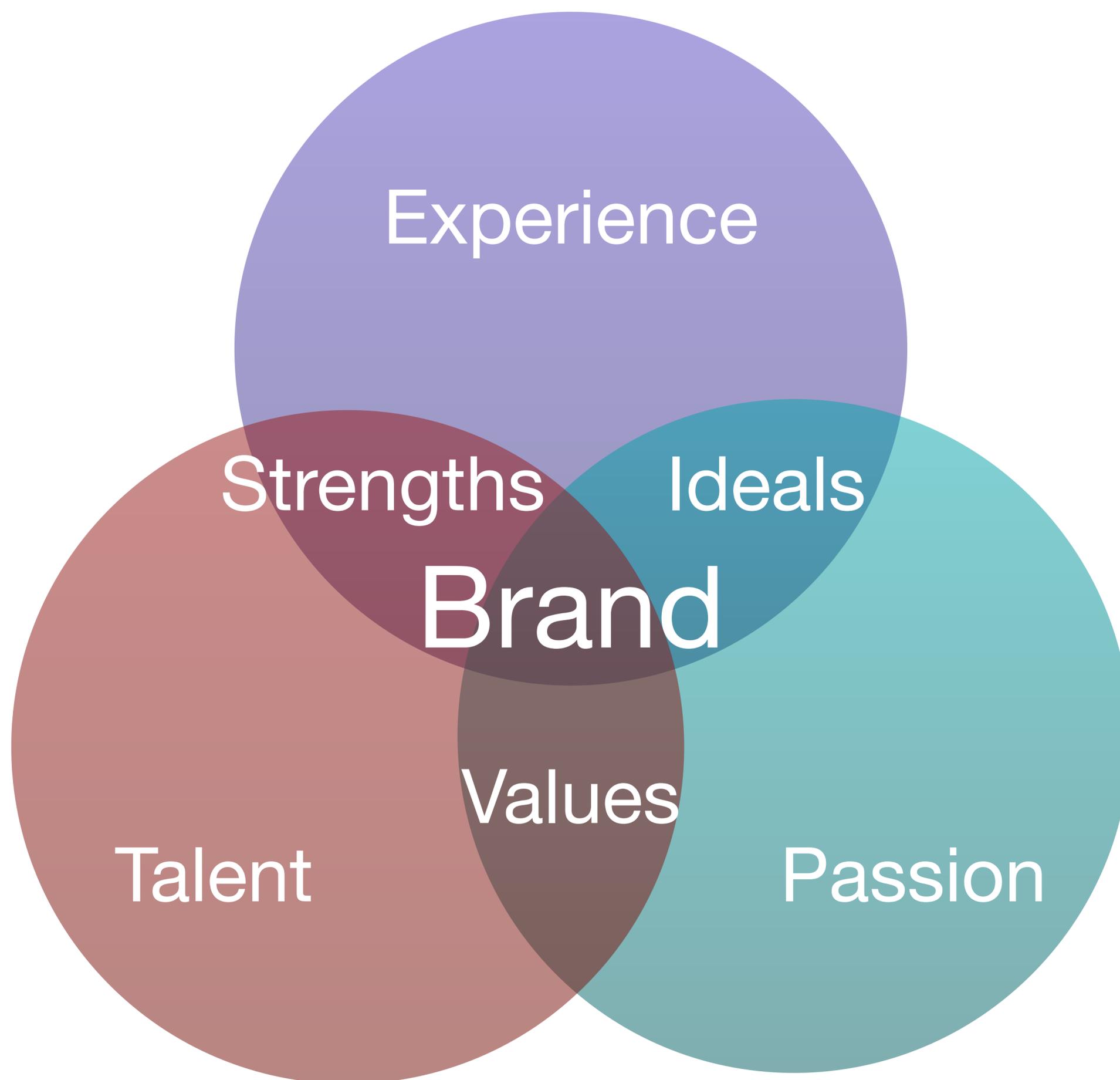
Ideals

Brand

Values

Talent

Passion



Experience

Strengths

Ideals

Brand

Values

Talent

Passion

# Casper

**We are how we sleep.** At Casper, we believe that better sleep leads to a fuller, more adventurous life. We're devoted to improving the 26 years we each spend in bed and to brightening the days in between.



**Casper**

July 28, 2015 at 7:09 PM



To: Andrina Kelly

Reply-To: Casper

An update on your Casper order

Hi Andrina,

Just wanted to let you know that we're keeping a close eye on your Casper order, and are continuing to work through our production delays. We've taken the necessary steps to expedite this process, and intend to deliver your bed as soon as possible! You will receive a UPS tracking number as soon as your bed ships out. I personally apologize for any inconvenience caused by this delay. If you need something to sleep on, please let me know.

Thank you for your early support and patience. For additional help or questions you may have, please contact [support@casper.com](mailto:support@casper.com), or call us at [888-498-0003](tel:888-498-0003).

Thanks again,

Michael Kim

Head of Customer Experience

This email was sent to [andrina@magpies.ca](mailto:andrina@magpies.ca)  
To stop receiving emails from Casper, [Click Here](#).  
Casper | 45 Bond St | New York | NY | 10012



support@casper.com

July 31, 2015 at 1:22 AM



To: Andrina Kelly

Re: An update on your Casper order

Hi Andrina,

Thanks so much for following up with us - I'd be happy to give you an estimate! I've checked in with our facility and it looks like your bed has about 2-3 business days left in production. Once your bed ships, it will take an additional 3 business days in-transit time to reach you. You can expect your bed between August 6th-11th. We're doing everything we can to ramp up production and hope to get you sleeping on a Casper as soon as possible!

I understand that you won't have a bed in time for your move in on Saturday. I've gone ahead and sent you an airbed to hold you over for the first few nights in your place. There's no need to return it by the way- it's yours to keep!

Elinor

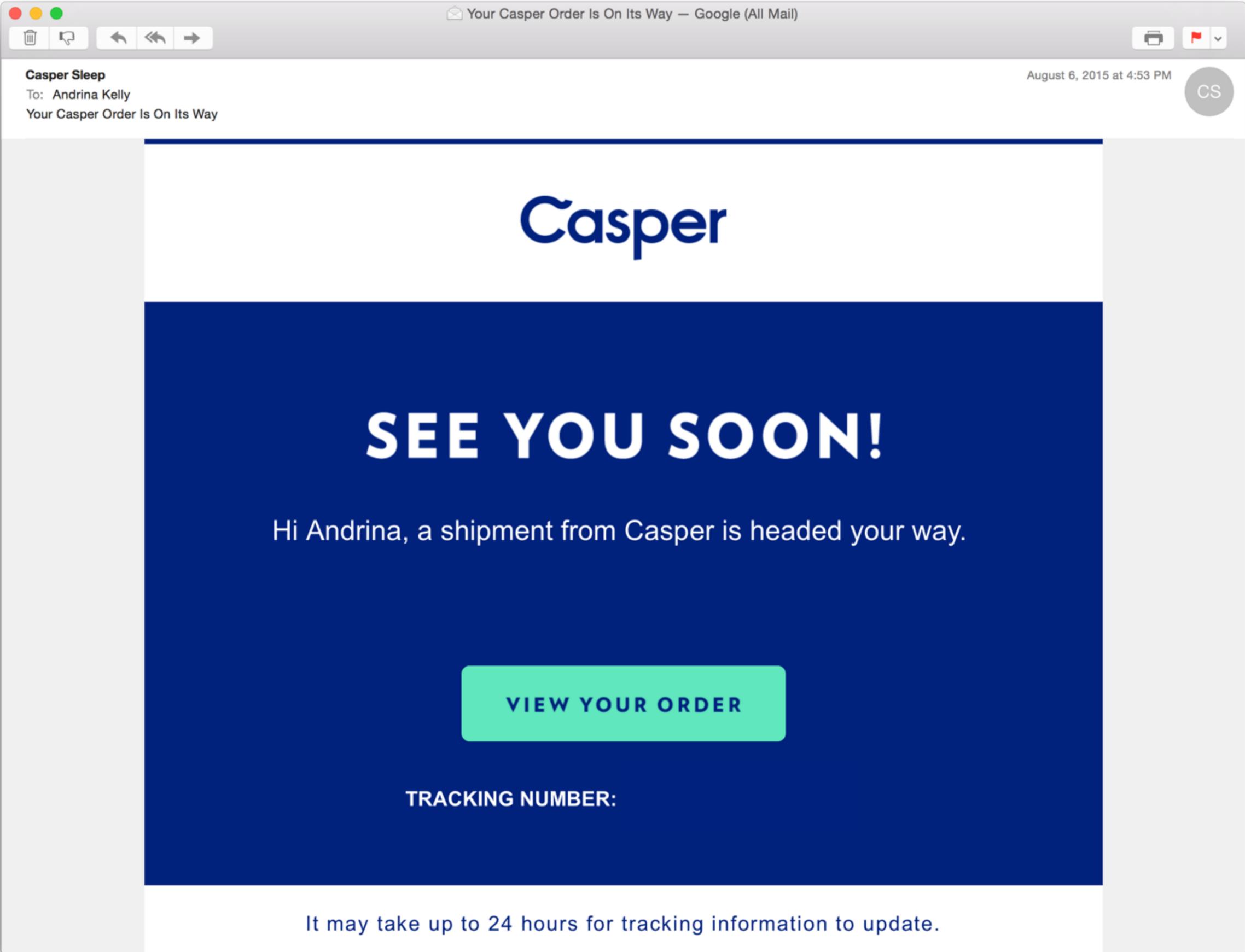
Customer Experience Lead

Casper Sleep

Phone +1888-498-0003

Email: [support@casper.com](mailto:support@casper.com)

FAQ: [casper.com/support](http://casper.com/support)



**Casper Sleep**  
To: Andrina Kelly  
Your Casper Order Is On Its Way

August 6, 2015 at 4:53 PM



# Casper

## SEE YOU SOON!

Hi Andrina, a shipment from Casper is headed your way.

[VIEW YOUR ORDER](#)

TRACKING NUMBER:

It may take up to 24 hours for tracking information to update.



IT

Do the First Things  
First



**tomorrow** |tə'môrō, -'märō|

*noun*

A mystical land where 99% of all human  
productivity, motivation, and achievement are  
stored



# Urgency

High

Low

Importance

High

Manage

Daily Fire Fighting  
Be Quick to Delegate

1

Focus

Planning  
Critical Thinking  
Projects

2

Avoid

Not Your Emergency  
Busy Work  
Some Meetings

3

Limit

Trivial & Wasteful  
Entertainment Only

4

Low

*Stop Working Late and Start Working Smart*



# Time Management

*for System Administrators*

O'REILLY®

*Thomas A. Limoncelli*

Everyone Wins

```
#!/usr/bin/python
```

List of open-source Python-based Mac sysadmin tools

17 commits

1 branch

0 releases

2 contributors



branch: master

python-macadmin-tools / +



Add Imagr Server



timsutton authored 5 days ago

latest commit 4048a4635a

README.md

Add Imagr Server

5 days ago

README.md

# Python Macadmin Tools

This repository aims to collect a list of open-source Python-based tools for Mac systems administration tasks.

Why is this list limited to Python? Why not include all projects in this space? Python is an especially popular language among Mac sysadmins; this restriction is partly so that those learning Python for Mac-specific tasks have a mostly-complete list of known code and approaches from which to learn. It's also to help those more experienced with Python to discover projects that they may be able to adapt, extend and/or contribute to.

See something missing or incorrect? Please feel free to [edit](#) or clone this file and [submit a pull request](#). This repo was inspired by R.I. Pienaar's popular [free-for-dev](#) repo.

Code

Issues 0

Pull requests 0

Pulse

Graphs

HTTPS clone URL

https://github.com/1

You can clone with [HTTPS](#) or [Subversion](#).

Clone in Desktop

Download ZIP

Strong people don't put others  
down... They lift them up.

Michael P. Watson

# Understand

Then Be Understood



I need to be an admin  
on my machine.

I have to install  
software



ENGAGE

## Make Me Administrator

Running this command will give your bbidm account administrative rights for the next 30 minutes. Use these privileges wisely. All administrative activity will be logged.

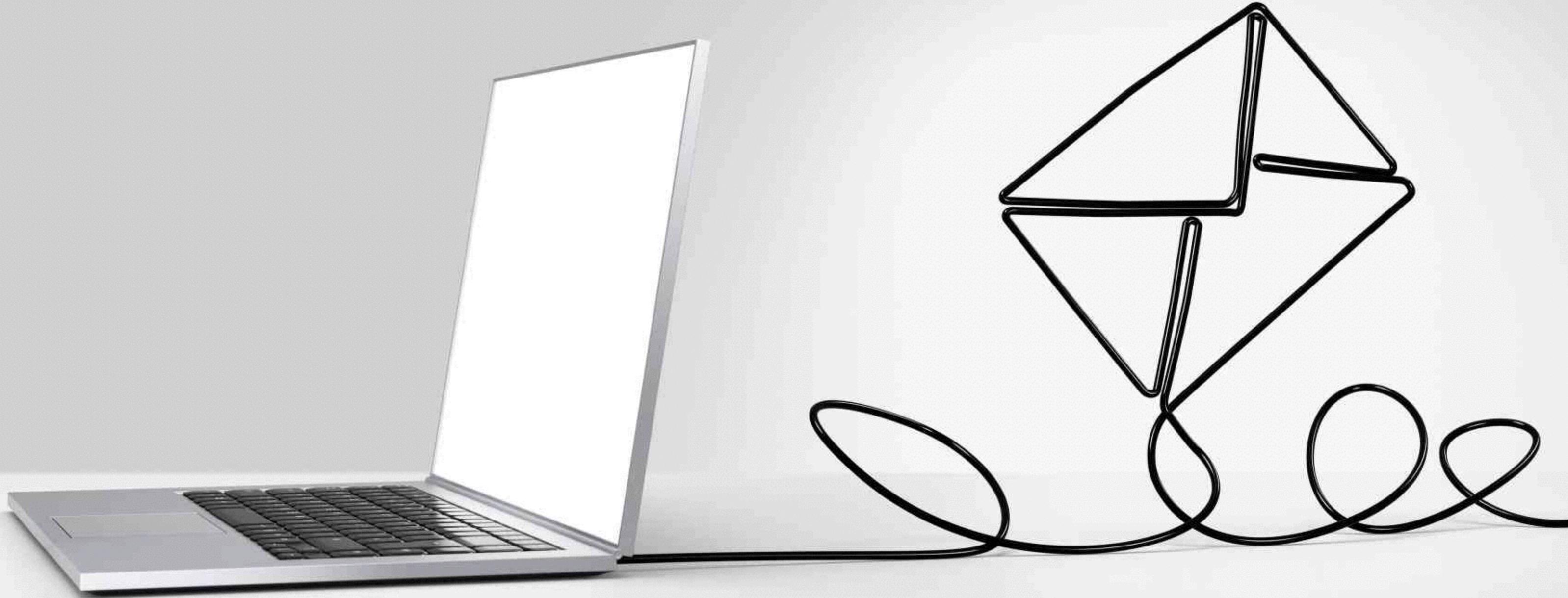
OK, Thanks.

5 minutes later...

My machine is broken,  
something in the network  
isn't working.

Networking said everything is fine  
because I can browse the  
internet, but I still can't get these  
files uploaded to DropBox!

As per company policy, we don't allow access to DropBox.

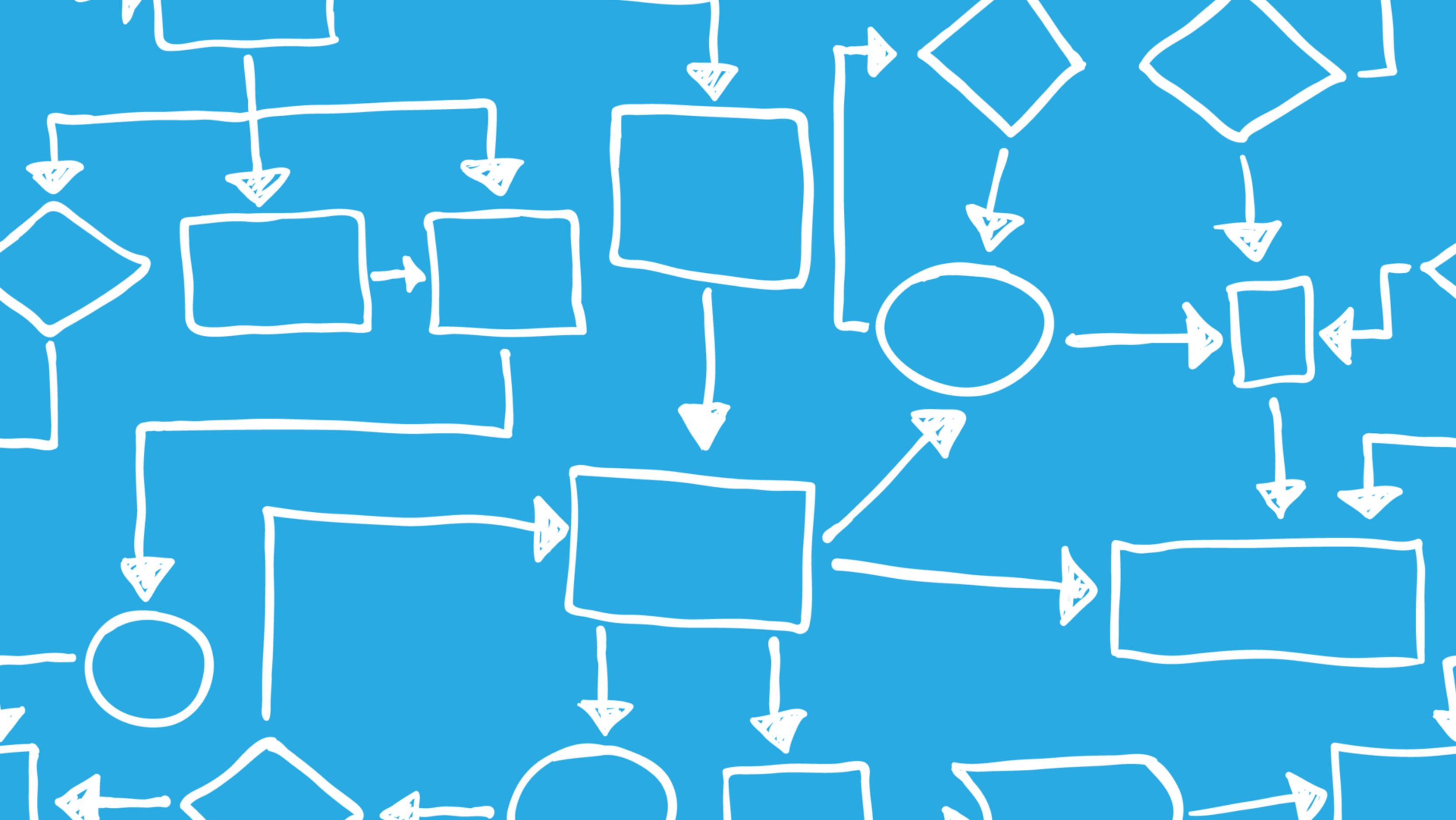


So how am I supposed to work with our external vendor! We have a deadline! They need these files, and they're too big to send through email, I already had to contact helpdesk about that earlier today and now we're running out of time! Help me Sys Admin, You're my only hope!



What Happened Here?





שְׁמֵנוּ (שֵׁנִי) שְׁמֵנוּ



"Goddamn developers not testing their changes" he said while sudoing to root in production.

@sadserver



Cooperation

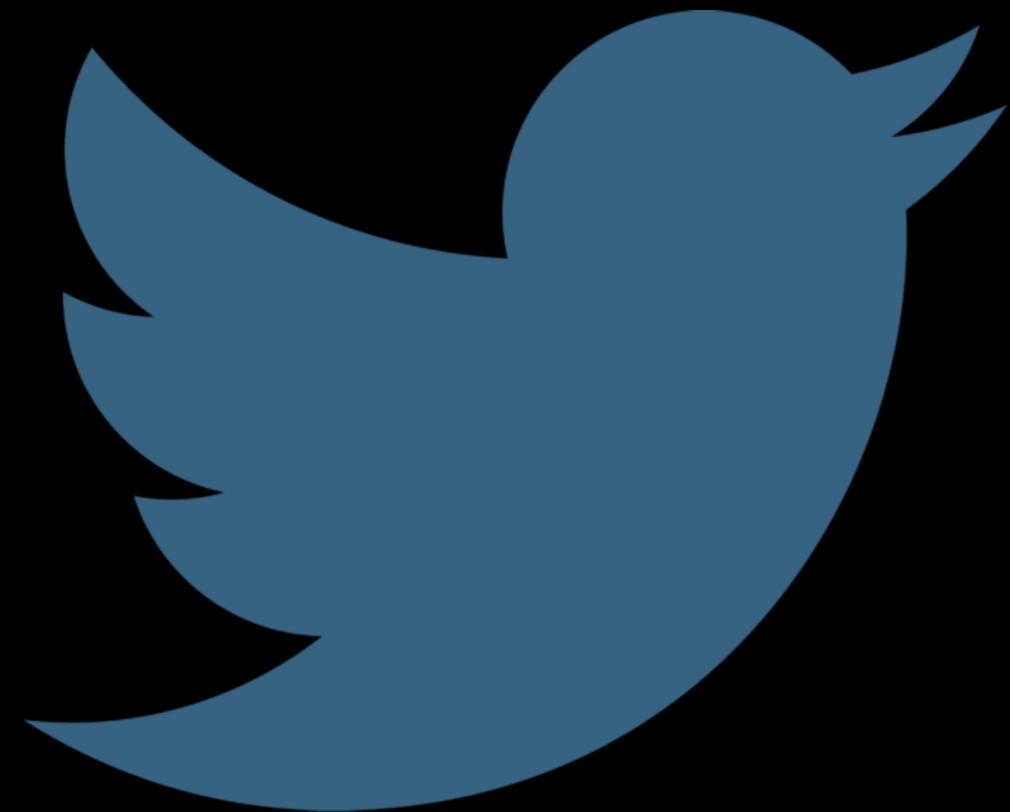




Sharpen The Saw



“We’re too busy to do it the  
right way”



@sadoperator



Unlimited Undo & Redo

Precise control over font, text style, & paragraph settings

Color palette

Transparent Effects

- Measuring tools
- Text spacing
- Alignment
- Grid tool

Writing Tools

Extreme setting

ARCHITECT: XCODE #1

PROJECT: APPLICATION.APP

NEW



ts-confluence.bellmedia.ca

BellMedia Spaces People Calendars Create

Pages / Dev Support / iTunes Connect Submission Builds

# CP24 iOS

Created by Andrina Kelly, last modified on Apr 02, 2015

New Build

### Job Status

Apr 23, 2015 [2'0"]  
**CP24 GO ADHOC**  
0 test

Apr 23, 2015 [1'52"]  
**CP24 GO APP STORE**  
0 test

File

- CP24-4-2015.04.23.ipa
- CP24-3-2015.04.20.ipa
- CP24-2-2015.04.02.ipa

Download All

Like Be the first to like this

Write a comment...

ts-confluence.bellmedia.ca

BellMedia Spaces People Calendars Create

Pages / Dev Support / iTunes Connect Submission Builds

# CP24 iOS

Created by Andrina Kelly, last modified on Apr 02, 2015

### Registration

Clicking "Save" below will create a new build of your app.

Build Type \*  AdHoc Build  App Store Build

An AdHoc build will be posted to HockeyApp, while the App Store build will produce an .ipa file to be used in Application Loader on this page in 2-3 minutes.

+ Save Cancel

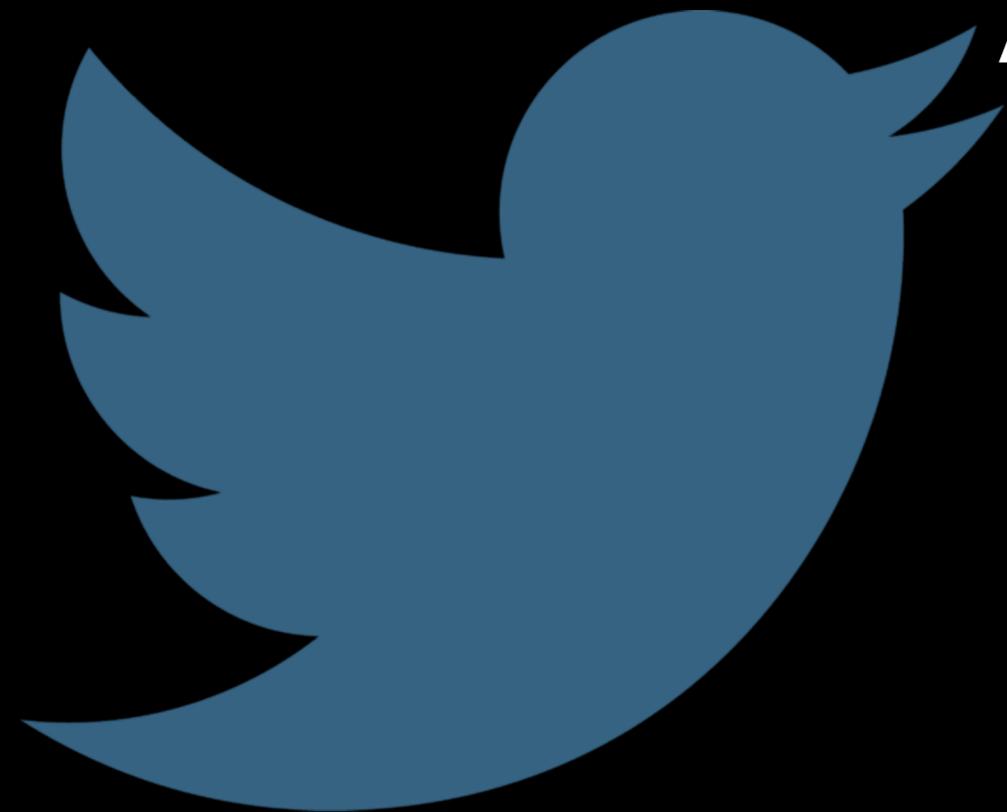
Download All

Like Be the first to like this

submissions

Write a comment...

Is there a support group for neglected,  
poorly automated, overworked and  
unhappy servers?  
Asking for a friend.



@sadserver

# Image & Reference Credits

- Plutchik's Wheel of Emotions: [https://en.wikipedia.org/wiki/Robert\\_Plutchik](https://en.wikipedia.org/wiki/Robert_Plutchik)
- University of Maryland, Emotional EQ and You: <http://onlinemba.umd.edu/resources/infographic/emotional-iq-and-you/>
- [forbes.com](http://www.forbes.com/sites/stevecooper/2013/03/18/look-for-employees-with-high-eq-over-iq/), Look for Employees With High EQ over IQ: <http://www.forbes.com/sites/stevecooper/2013/03/18/look-for-employees-with-high-eq-over-iq/>
- Learn the Command Line: <http://www.codecademy.com/learn/learn-the-command-line>
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- Time Management for System Administrators, Thomas A. Limoncelli: <http://www.amazon.ca/Management-System-Administrators-Thomas-Limoncelli/dp/0596007833>
- Brené Brown on Empathy: [https://youtu.be/1Evwgu369Jw?list=PLMo9vqiZPs0RQa\\_kypIS3tchANZa-MJGO](https://youtu.be/1Evwgu369Jw?list=PLMo9vqiZPs0RQa_kypIS3tchANZa-MJGO)
- @sadsver
- @sadoperator

Q&A

Thanks!!

@andrina