

Care ⁱⁿ_{for} System Administration Work

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BACKGROUND

“Oh yes! over-preparing for meetings is my jam :)”: **The Gendered Experiences of System Administrators**. In Proceedings of the ACM on Human-Computer Interaction CSCW (2023)

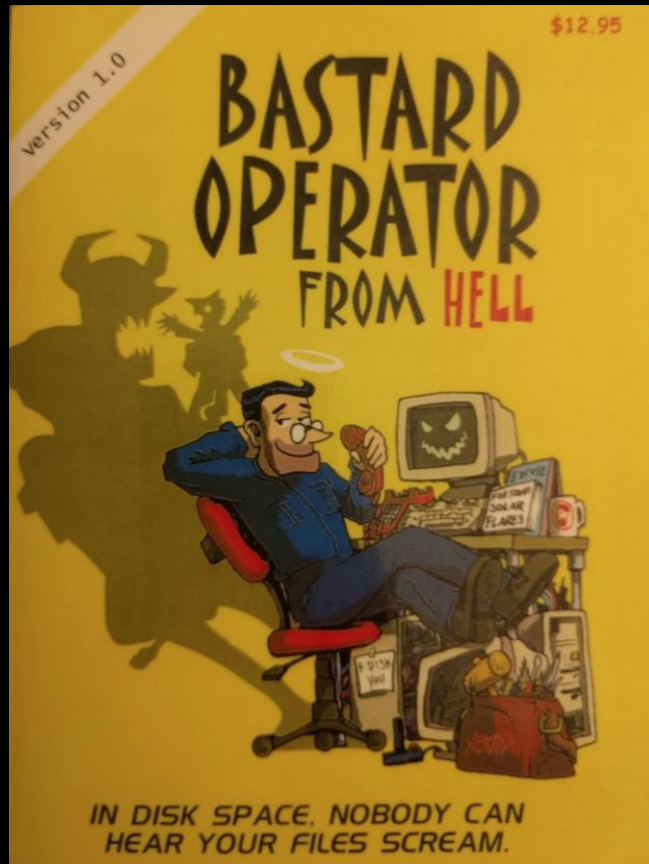
Mannat Kaur, Harshini Sri Ramulu, Yasemin Acar, & Tobias Fiebig

Focus groups with 16 sysadmins who are not cis men

CARE IN SYSTEM ADMINISTRATION WORK

- Ensuring continuous system operations
- Supporting others, empathy & communication skills
- Community support
- Lack of care

CYCLE OF UNCARING



Care work is not seen or valued

Difficult to perform care-related tasks

Contributes to an uncaring culture (e.g. **BOFH** attitudes)

High workload, exhaustion, reduced motivation & frustrations

CARE **FOR** SYSTEM ADMINISTRATION WORK

- Visibilize the invisible work
- Appreciate the scope and critical nature of sysadmin work
- Acknowledge the exclusion

INCLUSIVE WORKPLACES FOR SYSADMINS

- Culture of care
- People-first
- Fostering community



Care in & for System Administration Work



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Towards inclusive work
environments &
technology