

Crusader Community Health

Job Description

Job Title: Systems Administrator

Job Status: Exempt

Job Grade: 24-E

Manager Title: Manager of Information Technology

POSITION SUMMARY:

The Systems Administrator analyzes, installs, and supports the clinics' central computer systems and network including servers, operating systems, and software. This position will ensure the performance, integrity, and reliability of all systems components, with an emphasis on telecommunications. This position is responsible for installing, diagnosing, repairing, maintaining, and upgrading all hardware and/or software to ensure optimal performance. Administrative tasks may include answering phone calls, maintaining hardware inventories, managing software licenses, and creating user guides. This position participates in the planning of infrastructure to support new applications and supports Crusader employees with their critical technology needs.

ESSENTIAL FUNCTIONS:

- Accountable for demonstrating the qualities outlined in the "The Crusader Way Customer Service Standards of Excellence" program when interacting with patients, their families and friends, and fellow employees.
- Establishes and maintains professional working relationships with all levels of staff, clients, and the public.
- Establishes, configures, tests and maintains operating systems, application software and system management tools.
- Plans and implements systems automation as required for better efficiency.
- Assists with implementation, analysis, and modifications of new or existing telecommunications technology.
- Performs analysis regarding server and network-related equipment and software.
- Responds to user issues in collaboration with Help Desk and the Clinical Applications department.
- Communicates with vendors on software, hardware problems, and upgrades of current software in use.
- Collaborates with vendors and other departments on Information Technology projects.
- Configures and installs servers and software.
- Maintains and updates security on servers, software, and SaaS systems.
- Ensures compliance with healthcare regulations and security standards.
- Performs regular backups and disaster recovery procedures.
- Installs and maintains a variety of systems and servers as well as other related hardware and software.
- Manages user accounts and permissions.
- Troubleshoots hardware and software problems.
- Reviews and responds to issues and alerts identified by SIEM, server, software, and network management/monitoring tools.
- Assists with the constant availability of technical resources.
- Helps enforce and protect company infrastructure and data.
- Provides technical assistance to Information Technology support staff.

- Monitors compliance with policies and reports violations as appropriate.
- Monitors and mitigates issues on installed systems and infrastructure.
- Develops and maintains documentation of system configurations and procedures.
- Accomplishes other duties as assigned by IT leadership or his/her designee.

EDUCATION/EXPERIENCE/TRAINING:

Education:

- Graduate from an accredited four-year college with a degree in computer science, or any other equivalent combination of education, training, or certification that provides the required knowledge, skills, and abilities.

Experience:

- One to three or more years of related experience showing progressive growth in the areas of network administration, server operating systems, and/or network systems security.

Knowledge of:

- Infrastructure troubleshooting, maintenance, and expansion
- Windows server environment
- Technical support
- Computer hardware systems
- Information analysis
- VoIP phone systems
- System administration/ installation/ security
- Data storage infrastructures
- Database management and administration (Preferred)
- Disaster recovery and business continuity best practices
- Current IS trends, technologies, and products used in the industry
- Strong knowledge of network protocols and services

Technical Knowledge:

- Strong computer literacy/proficiency in Windows Server 2019, 2022, and Linux
- Active Directory infrastructure including DHCP, DNS, ADFS, AD, and Azure AD
- Experience with virtualization, i.e., VMWare, Hyper-V, 3rd party Hypervisors
- Experience supporting a SAN (i.e., HP, Dell (EMC), Nutanix, etc)
- Backup services

Software Knowledge:

- Windows, MS Office (Word, Excel, PowerPoint, Outlook)

Ability to:

- Follow CCH policies and guidelines
- Supports the Mission of the organization
- Meet project deadlines
- Work with minimum/no supervision
- Be part of a team-unit and cooperate in the accomplishment of departmental goals and organizational objectives
- Communicate effectively orally and in writing

- Exude strong customer service skills
- Support organizational goals and values
- Plan, manage, and complete regular and special projects
- Effectively communicate within and across departments, presenting facts and recommendations effectively in oral and written form
- Adapt to fast changing environment
- Think critically and have good decision-making skills
- Foster an environment of teamwork and accountability
- Use independent professional judgment
- Maintain the confidentiality and records of employee data; and confidentiality of organizational strategic initiatives you may be exposed to
- Manage competing demands
- Make decisions in accordance with laws, ordinances, regulations and established policies
- Follow through on commitments in a timely manner
- Research, analyze and disseminate information
- Work independently with minimum/no supervision
- Organize, analyze and effectively determine risk with corresponding solutions
- Travel as needed, to various sites
- Accept responsibility for own actions
- Excellent problem-solving and communication skills.
- Proactively identify needs, manage resources, and provide solutions

Physical Requirement Form

Job Title: Systems Administrator

Physical Demands	Continuous over 70%	Frequent 40-60%	Occasional 15-39%	Rarely Up to 15%
Sitting		x		
Standing	x			
Walking	x			
Climbing			x	
Bending	x			
Pushing / Pulling	x			
Carry / Lift	x			
1-15lbs				
15-30lbs			x	
30-50lbs			x	
Fine hand / Eye Coordination	x			
Exposure to Blood and Body Fluids				x
Exposure to Extreme Heat, Cold, Temp Fluctuations				x
Exposure to Hazardous Chemicals				x
Concentration on Detail	x			
Oral Communication	x			
Written Communication	x			

Crusader Community Health does not require nor does it expect that an employee lift over 50lbs unassisted. Objects in excess of 50lbs should be lifted or moved with mechanical means or a team lift.

Employee Signature: _____ **Date:** _____

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. They are representative to the knowledge, skills, and abilities that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.