



**MISSION**

*Delivering patient centered, accessible, quality-driven, medical, dental, and behavioral healthcare, to all generations to strengthen the health status in the communities we serve, regardless of the ability to pay.*

**JOB DESCRIPTION**

**POSITION:**

**IT Systems Administrator**

**Reports to:**

Information Technology Director

**Revised:**

March 2019

**Department:**

Information Technology

**FLSA:**

Non-Exempt

**Position Summary:** The Systems Administrator is responsible for general duties in the Information Technology Department. These duties include provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure. This individual ensures that system hardware, operating systems, software systems, and related procedures adhere to organizational values, enabling staff and partners to effectively deliver services to Northland patients effectively and efficiently.

This individual is accountable for the following systems: Linux and Windows servers, Linux and Windows desktop systems, specialized medical equipment, EHR software and servers, telephone systems, network-connected printers, and all network infrastructure including switches, routers, battery backups and associated enterprise connectivity. Responsibilities on these systems include provisioning, operations, support and maintenance.

**Supervision Exercised:** None

**Position Responsibilities:**

**Provisioning**

1. Installing and configuring hardware and software components to insure usability for end-user workstations and data center servers.
2. Compliance with established standards and procedures for systems installation and configuration.
3. Contribute to and maintain departmental standards for deployment.

**Operations and Support**

1. End-user support, including troubleshooting hardware and software issues.
2. Ensuring electrical safety standards are met.
3. Repairing or replacing damaged or nonfunctional hardware.
4. Backup security and system monitoring duties as assigned
4. Active Directory maintenance.

**Maintenance**

1. Apply OS patches and upgrades on a regular basis and upgrade administrative tools and utilities. Configure or add new services as necessary.
2. Perform ongoing performance tuning, hardware upgrades, and resource optimization as required. Configure CPU, memory, and disk partitions as required.
3. Maintain data center environmental and monitoring equipment.
4. Performing tests and evaluations on operating system upgrades, new software and new hardware for end user deployment.

**Other Duties**

1. The Systems Administrator is part of a team within the Information Technology Department. The Systems Administrator will be a part of that team and will be expected to provide input into system and process improvements, along with technology innovations that will allow Northland Health Centers to provide an optimal environment for Northland staff to deliver quality health care to our patients.

2. The Systems Administrator will assist with projects from time to time for Information Technology deployment including pulling cable, cable terminations, and new IT closet installation and configuration at remote locations.
3. The Systems Administrator will support Telephony equipment and software within the organization.
4. The System Administrator will also support firewalls, switches and other networking equipment as experience and training will allow.
5. Other Duties as assigned, including but not limited to participation on clinical committees, providing end user training, participation in Northland Quality Review efforts, and/or other activities.

### **Professional Development**

Since the technology field is ever-changing, the Systems Administrator is expected to participate in learning opportunities as they become available. In addition, the incumbent is expected to demonstrate growth and development by successfully completing vendor certification programs.

### **Position Requirements:**

1. Excellent oral and written skills.
2. Advanced computer skills.
3. Keyboarding (45wpm)
4. Customer-service oriented
5. Well organized, systematic, prompt
6. Able to quickly build and maintain rapport with staff members of differing backgrounds
7. Knowledge of correct grammar and spelling
8. Ability to communicate effectively, clearly, concisely with others (internal and external customers, both verbally and in writing), consistently demonstrate positive/proactive customer service attitude.
9. Consistently maintains ethical behaviors exemplary of quality public service and fair standards, inclusively, among all employees and members of the public.
10. Ability to work as an effective team member; function independently, exercise sound judgment and initiative; be flexible to shift priorities; maintain confidentiality; establish and maintain effective interpersonal work relationships.
11. Ability to follow NCHC Clinic practice guidelines – including adhering to the NCHC immunization policy and the NCHC Mission and Vision and NCHC Corporate Compliance Policy.
12. Ability to receive constructive feedback.

### **Minimum Requirements:**

1. Ability to perform each position responsibility satisfactorily with or without reasonable accommodation. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties of the position.
2. Ability to understand that safety is a condition of employment. Unsafe acts or conditions will be reported to the supervisor or Site Coordinator.
3. Must be able to read, write and speak English.

### **Education and/or Experience:**

1. High School diploma or equivalent, REQUIRED;
2. Bachelor's degree in Computer Science or related field, PREFERRED
3. Previous System Administration experience with Linux/UNIX and Microsoft operating systems.
4. Professional IT Certifications preferred (A+, NET+, MCSE, etc.)
5. Familiarity with medical terminology is desired.
6. Coding skills a plus.
7. Knowledge of Active Directory and Group Policy Management a plus
8. Knowledge of Microsoft SharePoint a plus

**License and / or Certification:**

- Valid North Dakota Driver’s License
- Current Immunization Records
- Current PPD

**Special Requirements:**

1. Travel: Must be willing and able to travel between NCHC health centers and have access to reliable transportation.
2. Work Hours: NCHC locations have varying hours of operation. The Systems Administrator must be available to provide support for all locations as needed during evenings and weekends, as necessary. It is expected that the Systems Administrator will work forty hours per week with a schedule that is acceptable to the NCHC IT Director and the CEO.

**Appearance Standards:** This position shall follow the appearance standards as outlined in the NCHC Personnel Appearance Policy.

*While performing the duties of this position, the employee is exposed to weather conditions prevalent at the time. The employee may experience exposure to dust, pollens, pollutants, fumes, and communicable diseases as related to the health care environment. The noise level in the work environment is usually moderate.*

**Physical Requirements:**

NCHC Information Technology Staff				
	Not Applicable	Occasionally	Frequently	Constantly
Stand			X	
Vision – near				X
Vision – w assistance				X
Walk			X	
Sit				X
Reach outward		X		
Reach above shoulder		X		
Climb		X		
Crawl		X		
Squat/kneel		X		
Bend		X		
Lift/Carry				
10lbs or less			X	
11-20 lbs			X	
21-50 lbs		X		
51-100 lbs		X		
Over 100 lbs		X		
Push/Pull				
12 lbs or less			X	
13-25 lbs			X	
26-40 lbs		X		
41-100 lbs		X		
Not Applicable	Activity does not apply to this position			
Occasionally	Position requires this activity up to 33% of the time (0-2.5 hours per day)			
Frequently	Position requires this activity from 33%-66% of the time (2.5-5.5 hours per day)			
Constantly	Position requires this activity more than 66% of the time (5.5 hours + per day)			

**Travel:**  is not required

It is anticipated that travel will be:  5% - 10%

50% - 75%

10% - 25%

75% - 90%

The specific statements shown in each section of this Job Description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. The job's responsibilities/tasks may be modified and/or expanded over time. Northland CHC will inform the employee when changes in the respective job description are made.

I have read and understand the duties / physical requirements indicated in this job description and acknowledge that I am able to perform these duties with or without reasonable accommodation. I understand that failure to adhere to these responsibilities could be grounds for disciplinary action up to and including termination of employment.

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Print Name

Signature

Date