



Virginia Garcia Memorial
HEALTH CENTER

Job Description

Job Title: Systems Administrator (081)
FLSA: Hourly (Non-exempt)
Base Salary: \$23.7744 p/hr (\$49,451 if annualized)
Department: Administration (430)
Reports to: IT Manager

The Virginia Garcia Memorial Health Center's mission is to provide high quality, culturally appropriate healthcare to low-income residents of Washington and Yamhill Counties with a special emphasis on seasonal and migrant farm-workers and to others with barriers to receiving health-care.

Job Summary: Under direction, the Systems Administrator will install, maintain and monitor the operations of the Local Area Network (LAN) and Wide Area Network (WAN) of Virginia Garcia Memorial Health Center (VGMHC). The Systems Administrator will oversee the day-to-day management of the existing infrastructure, provide technical support for the staff (on site and remote) and monitor the network environment. The System Administrator will evaluate vendor products in software and hardware equipment and recommend purchased consistent with short and long term objectives. This position reports directly to the IT Manager and involves close collaboration with members of other departments, especially the management team.

Essential Duties and Responsibilities:

- Perform Windows, Unix and Linux network administration as it pertains to resolving customer support issues with employees and other partner entities such as OCHIN
- Ensure that existing infrastructure functions smoothly and offers the highest level of service to users
- Monitor available space on network volumes and moves, delegates, or organizes accordingly to maintain adequate disk space for network operations
- Install, manage and maintain central file servers
- Plan and migrate servers and applications from Windows NT, 2000 to Windows 2003, (including Exchange and Active Directory)
- Install, manage and maintain servers and applications in a Windows NT, 2000, 2003, UNIX and Linux environments
- Configure, maintain and monitor layer 2 and 3 network devices (switches, routers, VPN and firewalls)
- Configure, manage and run backup tasks with VERITAS Backup Exec

- Plan and migrate the company's email system from IMAIL Server to Microsoft Exchange
- Configure, manage and monitor company email system, including SPAM filters, that supports 200+ users
- Restore file server, repair the affected volumes, and any other syndrome or manifestation in the event of power failure, or any other reason causing file server failure or error
- Develop an on-going maintenance schedule (e.g. backups, log rotation, checking system status for servers and workstations)
- Identify backup assets, discuss projected growth rates and review current backup and restore procedures
- Develop, publish and enforce systems architecture standards
- Develop and direct all user training programs for all applicable software/hardware applications, as well as the documentation of such training and proficiency of employees
- Maintain appropriate and current licensing, system documentation, and support agreements
- Maintain outside software and hardware vendor relationships for troubleshooting and new version releases
- Monitor the latest releases of virus patterns and coordinate installation of latest virus protection. Apply patches on all hardware as appropriate
- Assist with network account administration and departmental data management.
- Recommend and implement LNA/WAN policies, procedures and standards, ensuring conformance with information systems objectives
- Develop and test new servers and services, including writing scripts and patching current ones
- Assume 'maintenance level' activities of the 'IT Manager' position in his/her absence
- Provide exceptional customer service
- Answer "Help Desk" calls and assist users or delegate a help desk ticket to the appropriate technician
- Provide a high level of customer service with technical support to all VGMHC users and coordinate priority of requests with other technicians
- Troubleshoot and resolve software application support requests
- Install, modify and repair PC based hardware systems, including printers.
- Maintain and update departmental network, training, and standards documentation for desktop and network support as well as disaster recovery procedures.
- Deploy and assist clients with wireless communications support
- Perform other duties and projects assigned from time to time by the "IT manager and other members of the VGMHC management team
- Ability to handle protected health information (PHI) in a manner consistent with the privacy and security rules of the Health Insurance Portability and Accountability Act of 1996 (HIPAA)

HIPAA Requirements:

The Systems Administrator also handles PHI for disclosures to outside entities. Applying the minimum necessary standard of HIPAA, the designated record sets to which this employee will have access include: all sections of the medical record, patient demographic information in the practice management system, and incoming records, reports, results, consultations, etc. The Systems Administrator is required to read the content of these records only the extent needed to accomplish the assigned task (e.g. filing or disclosure).

Knowledge, Skills and Abilities Required:

- Configuration, administration and troubleshooting of Windows Server 2000/2003, Microsoft Exchange, Active Directory and Office 2003
- Hardware installation, maintenance and support of Dell & HP workstations, laptops and servers
- Solid understanding of DNS, WINS, SMTP, DHCP and IP subnets
- Knowledge of Microsoft SQL Server 2000 and SQL language a plus
- Ability to write end users documentation for non-technical staff
- Must be comfortable working with both Windows, Unix and Linux server
- Proficiency in English, both in written and spoken language
- Must work well with others; be willing and able to support end users in a constructive manner
- Highly motivated individual able to complete projects quickly
- Ability to handle multiple concurrent activities and have a flexible, positive attitude
- Demonstrate ability to track, organize and prioritize workload.
- Excellent analytical and problem solving skills
- Excellent punctuality
- Must have good planning and organizational skills

Education and Experience Required:

- Degree in Computer Science (or related field) or equivalent experience
- MSCE or MCSA certification (or equivalent training/experience) preferred
- CNNP, CCIE network certification (or equivalent training/experience a plus
- Experience with Cisco routers and switches, PIX and Netscreen firewalls, WIFI routers and network architectures
- 3 – 5 years experience in related field utilizing technologies listed above

Physical requirements:

- Sitting: – 60%
- Walking – 20%
- Standing – 20%
- Lifting/Carrying 10%
- Bend, reach, and stoop - 20%
- Must be able to lift/carry up to 40 lbs. (i.e. computer monitors, CPUs, printers, etc.)

Working environment:

- Work in well-lighted and ventilated environments.
- Outdoors (5%). Requires travel to various locations and working flexible hours.
- Indoors (95%). Visiting various offices is required to provide “in office” hardware and software support.

Immunization

Staff member must meet immunizations requirements as stated in VGMHC’s immunization policy.

Job description represent a general outline of the essential and major job duties, functions and qualifications required. They cannot be all-inclusive and comprehensive due to the dynamic nature of work performed to accomplish VGMHC’s Mission.

Employee’s Signature: _____ **Date:** _____

Print Name: _____

Supervisor’s Signature: _____ **Review Date:** _____

Workplace site (circle one)

- VG Home Location:** VG Administration
VG Beaverton
VG Cornelius
VG Dental – Hillsboro, Cornelius, McMinnville
VG Foundation
VG Hillsboro
VG McMinnville
VG Pharmacy – Beaverton, Cornelius, Hillsboro, McMinnville