



Job Title: Systems Administrator
Department: Information Technology
Supervisor: Information Technology (IT) Manager
FLSA Status: Exempt
Approved Date: 1-1-18

Position Summary

Responsible for effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure. Participates in technical research and development to enable continuing innovation within the infrastructure. Ensures that system hardware, operating systems, software systems, and related procedures adhere to organizational values.

Accountable for the following systems: Windows systems that support CHCW infrastructure; Responsibilities on these systems include SA engineering and provisioning, operations and support, maintenance and research and development to ensure continual innovation.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

1. Installs new/rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards.
2. Develops and maintain installation and configuration procedures for both servers and desktop/laptops. Contributes to and maintains system standards.
3. Researches and recommends innovative, and where possible automated approaches for system administration tasks. Identifies approaches that leverage our resources and provide economies of scale.
4. Performs daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media.
5. Performs regular security monitoring to identify any possible intrusions.
6. Performs regular file archival and purge as necessary.
7. Provides Tier III support. Investigate and troubleshoot issues.
8. Repairs and recover from hardware or software failures.
9. Applies OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure/add new services as necessary.
10. Assists with research and recommendation for new software purchases.
11. Attends seminars, conferences, or other activities to stay up-to-date with the latest technology and industry standards.
12. Assigned to On-call status and abides by the conditions and strictures that entails.

13. Ability to interact with vendors, outsourcers and contractors to secure system related products and services.

Competencies

To perform the job successfully, the following competencies should be demonstrated.

Attendance/Punctuality - Is consistently at work and on time, as established; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

CHCW Culture - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values; follows policies and procedures; supports organization's goals and values; shows respect and sensitivity for cultural differences; follows instructions; responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan; asks for and offers help when needed.

Communications - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings; writes clearly and informatively; edits work for spelling and grammar; keeps others adequately informed; selects and uses appropriate communication methods.

Customer Service for Internal and External Customers/Patients - Manages difficult or emotional customer/patient situations; responds promptly to customer/patient needs; solicits customer/patient feedback to improve service ; responds to requests for service and assistance; meets commitments.

Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; maintains confidentiality per policy and regulations; fluent in Microsoft Office programs, including Word, Excel, PowerPoint and Outlook and job related software and computers; uses resources effectively; pursues training and development opportunities; adapts to new technologies; keeps technical skills up to date.

Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics; adapts to changes in the work environment; changes approach or method to best fit the situation.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; develops realistic action plans.

Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness; applies feedback to improve performance; monitors own work to ensure quality.

Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

Teamwork - Exhibits objectivity and openness to others' views; gives and welcomes feedback; establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelor's degree from four-year college university in a related field and five years of experience with system administration, Microsoft operating systems and enterprise applications, and network security or equivalent combination of education and experience. Experience with virtualization extremely helpful.

Certificates, Licenses, Registrations

Current driver's license and auto insurance
CCNA / CCNP, VCA / VCP, CCA / CCP, ITIL, and/or MCSE preferred or equivalent.

Physical Demands

The physical demands described here are representative of those 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.

While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand; walk; sit; climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is occasionally exposed to high, precarious places; fumes or airborne particles and risk of electrical shock. The noise level in the work environment is usually moderate.

Employee Signature

Date

Employee Print Name

Supervisor Signature

Date