



JOB DESCRIPTION

JOB TITLE: Systems Administrator	JOB LEVEL:
LOCATION: Milford	FLSA STATUS: Exempt
DEPARTMENT: Information Technology	REPORTS TO: Sr. Director of IT

Brand Promise: *True Patient Centric Care*. This is the statement we make to our patients, coworkers, and the community that identifies what they should expect from us, our services and organization. The Brand Promise defines our entire organization and touches every aspect of HealthSource of Ohio.

Brand Character: *Friendly, Accessible, and Credible*. Every patient. Every encounter. Every employee. Every Conversation. Everyday! This is the personality of our Brand. It's our style, tone and language we use, and the purpose we serve. Our Brand Character drives our behavior and how the world sees HealthSource of Ohio and you.

The Brand Promise and the Brand Character empower you to provide quality care to every patient. We are passionate about making a real difference in the communities we serve.

JOB SUMMARY: The SA will provide oversight and management of our core technologies, such as Active Directory, Office365, Routers, Switches, VOIP, Mobile devices and more. The SA will provide advanced troubleshooting of complex issues, documentation for common issues, and monitor various systems at HealthSource. This role will help keep HealthSource up to date on current technologies and software.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Delivers the HSO brand promise of putting the patient/customer at the center of all we do.
2. Manage Active Directory, Group Policy, DHCP, DNS, File Shares, Security Groups, and Printers.
3. Manage Office365 Environment, synchronization, and other features.
4. Implement and Manage a Mobile Device Management solution.
5. Manage and maintain current and secure version of software on all company computers.
6. Manage firmware/hardware version and device configuration backups of routers, switches, printer, etc.
7. Manage WDS server and OS images.
8. Advanced troubleshooting of complex technical support issues.
9. Monitor and manage endpoint security (A/V and malware protection).
10. Build, maintain, and troubleshoot Microsoft Servers and VMware/Virtual environment.
11. Will be responsible for supporting and troubleshooting HealthSource applications and systems.
12. Monitor Backup solutions, troubleshoot and test as necessary.
13. Work with outside vendors as necessary.
14. Develop and follow reporting standards for network, applications, hardware, and systems.
15. Adherence to company processes and procedures in accordance to regulatory requirements.
16. Limited On-Call/off-hours duties as needed.
17. Understand HIPAA, data protection and information security.
18. Exhibits brand characteristics of Friendly, Accessible, and Credible.
19. Other duties as assigned

SUPERVISORY RESPONSIBILITIES:

1. N/A

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty competently. The requirements listed below are representative of the knowledge, skill and/or ability required.

- Strong attention to detail, follow-through, and thoroughness.
- Ability to multi-task, meet deadlines, and prioritize workload
- Must learn quickly, adapt to change, and create solutions to common problems

CERTIFICATES, LICENSES, REGISTRATIONS:

- Relevant Degree, Certifications, and/or documented technical training.

LANGUAGE SKILLS:

- Ability to communicate effectively with non-technical users
- Technical writing skills for electronic communication, documentation, and record keeping

MATH SKILLS:

- Job-related general math skills required

COMPUTER SKILLS:

- Strong Knowledge of Windows Server Operating Systems (2008, 2012)
- Strong Knowledge of Windows Server Technologies (AD, Security, DHCP, DNS, File Sharing, Etc)
- Knowledge of Office365 (Exchange online, Sharepoint online, Office 2013, Office 2016)
- Knowledge of VMware and Virtualization technologies
- Strong knowledge of Windows Desktop Operating Systems (Windows 7, 10)
- Strong knowledge of Other IT Technologies (printers, MFDs, fax, phones, mobile devices)
- Moderate networking skills and protocol knowledge
- Knowledge of Desktop Imaging and Deployment with Windows Deployment Services
- Experience with corporate Anti-Virus/Anti-Malware solution(s) and endpoint protection

Education and Experience: Check the **Minimum** requirements for education and experience for this position.

Education: *Check appropriate box*

- Basic Skill Set
- High School or Equivalent (GED)
- High School & Specialized Training (*min. 6 mos. - 2yrs.*)
- Associate Degree
- Bachelor's Degree
- Master's Degree
- PhD
- M.D./DO

Experience Required: *Check appropriate box*

- Entry Level
- 3 months – 1 year
- 1 to 2 years
- 2 to 3 years
- 3 to 5 years
- 5 to 7 years
- 8 to 10 years
- > 10 years

Type of Experience:

Systems Administration role
Health Care a plus

TRAVEL REQUIREMENTS: Regular local travel to all HealthSource locations is required. Job will be based in Milford. HSO has 16 locations in these Ohio counties: Hamilton, Clermont, Brown, Adams, Highland, Warren, Clinton, and Fayette.

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

Potential exposure to blood and body fluid:

- Category I** – *Performs tasks which involve exposure to blood, body fluid, or tissue.*
- Category II** – *Performs tasks which involve no exposure to blood, body fluid or tissue, but may perform unplanned Category I tasks.*
- Category III** – *Performs tasks that involve no exposure to blood, body fluid or tissue.*

PHYSICAL DEMANDS: The physical demands 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 essential functions.

Physical Activity: *(Check all that apply)*

	N/A	0-25%	26-75%	76-100%	Avg. lbs.
Lift/Carry	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	40
Push/Pull	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reach Overhead	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Climb	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Squat/Bend/Kneel	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Sit	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Stand	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Walk/Move About	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

ACKNOWLEDGEMENTS:

We have discussed this form and agree that it is a fair and accurate description of the responsibilities and expectations of this position.

Employee Signature

Date

Supervisor Signature

Date