**Supervision and Evaluation:** Supervised and evaluated by the Executive Director.

**General Responsibilities:**

Provide network administration and support services to all personnel of [CHC] for LANs (Local Area Networks). Monitor WAN (Wide Area Network) processes and provide support for stand-alone personal computers at multiple locations. Responsible for entire tasks and duties relating to: development and administration of LANs; Internet connections; policies and procedures; purchase, installation and operation of hardware and software for computers, train [CHC] personnel to use and maintain computers, voice mail, phone equipment and various application software packages, such as Microsoft’s Office Professional Suite.

**Essential Duties:**

1. Network Administrator for fourteen LANs using Windows 2003 and 2008Server, Windows 2000, Windows XP, Windows 7, and Linux operating systems. Network administration responsibilities include but are not limited to:
   1. Adding and deleting users
   2. Software and disk space maintenance
   3. Management of directory/file utilization
   4. Promote and assist individual work station management
   5. Monitor and/or maintain backups
2. Resource and training person for all aspects of Windows 2003 and 2008 Server and Linux operating systems. Resource person to Data Manager and Accounting personnel using ACCPAC accounting package.
3. Responsible for systems development leadership which includes efficient utilization of computers as tools and assessment of new hardware and software.
4. Supervise Information Technology Support Specialist. Conduct annual evaluations, maintain job description, and all other normal supervisory functions.
5. Responsible for coordination of computer hardware and software maintenance with established vendors.
6. Establish and maintain system passwords and security functions for all LANs.
7. Develop and maintain documentation manuals for network administration, system operations, data input and control procedures.
8. Work with management and clinic personnel in utilizing and maximizing special report functions of all software systems. Request customization of reports to enhance computer capacity and data information systems from vendors, as needed.
9. Install hardware and software for Windows 2000, Windows XP, and Windows 7 based P.C.'s on or off of a LAN. Responsibilities include items such as: warranty registration, inventory listing, testing software for virus, making sure all P.C.'s have adequate disk space for loading additional software, etc.
10. Responsible for systems integration.
11. Recommend purchase of computer hardware and software by gathering information for appropriate bids, which includes researching information and writing appropriate purchase orders.
12. Prepare and maintain Policies and Procedures with consultation from appropriate staff. Maintain appropriate documentation and reference materials for Linux, Windows 2003 and 2008 Server, and Windows 2000, Windows XP, and Window 7 or their respective upgrades.
13. Maintain resource library of reference materials regarding hardware and software use.
14. Responsible for troubleshooting intervention when staff encounter difficulties, breakdowns, etc. with P.C.'s.
15. Responsible for Corporate Internet access and e-mail system, maintenance, and security.
16. Train [CHC] staff on hardware/software applications, in coordination with supervisors. Train one lead staff member at each site to assist in providing technical support.
17. Overall telephone system administration including acquisition, modification, line changes, training, repairs, etc. for all locations.
18. Ensure that the Disaster Recovery Program is up to date and accurate for all systems.

**Performance Criteria:**

1. Systems administration responsibilities are carried out efficiently.
2. Downtime of LANs, PCs, phone system, etc. are minimized.
3. Linkages of databases and other applications are effectively promoted.
4. Keeps staff sufficiently informed in order to effectively utilize information systems capabilities.
5. Makes prudent purchasing decisions regarding software/hardware, etc.
6. Appropriately utilizes external consultants when needed.
7. Training provided to [CHC] staff is done at a level of acceptable satisfaction based on feedback of participants.
8. Responds to telephone and other messages in a timely manner (within two days).
9. Assures that all necessary computer backups are completed according to guidelines established by the software vendor.
10. Maintains effective working relationships with staff and the public at large.
11. Maintains system confidentiality at all times (e.g. firewalls).
12. Properly performs supervisory duties.

**Minimum Qualifications:**

1. Minimum five years experience in systems administration of LANs with Windows Server OS.
2. Ability to apply new technologies in corporate problem solving.
3. Experience installing and troubleshooting hardware and software on personal computers in a Windows environment.
4. Database management experience.
5. Demonstrated organizational capabilities.
6. Good human relations and communication skills and enjoy training personnel.

**Preferred Qualifications:**

1. Experience with UNIX/Linux-based systems.
2. College degree in computer related field.
3. Related experience in health care setting.
4. Systems administration experience for phone systems.
5. Supervisory and teaching experience.
6. Able to lift at least 50 lbs.