



## NEW Health Programs Association

**Title:** Systems Administrator  
**Department:** Administration  
**Supervisor:** IT Manager  
**FLSA Status:** Exempt

### **Purpose of Job:**

Improve the overall health of the communities we serve by providing technical support to ensure quality patient care and user satisfaction.

### **Essential Duties and Responsibilities:**

- Configures and maintains essential IT operations, including operating systems, servers, storage, email systems, laptops, desktops, software and related hardware.
- Monitor datacenter and clouds systems daily and respond immediately to usability concerns.
- Create and verify backups of data and perform validation tests on a regular basis.
- Create and maintain documentation related to server and storage infrastructure technologies.
- Assists in designing, configuring and testing disaster recovery systems.
- Collaborates with internal and external partners to communicate project status and activities.
- Serves as escalation resource for helpdesk staff to troubleshoot and resolve issues.
- Participates in regular on-call schedule.
- Performs other duties as assigned.

### **Qualifications:**

Education/Experience: Associates degree or higher in technical field preferred. Microsoft Certified Professional, VMWare VCP, or related certifications preferred. Two or more years of experience installing and troubleshooting computer hardware, software, servers and related storage systems in an enterprise environment required. Experience with health information technologies, HIPAA, and security methodologies preferred.

Skills: Excellent technical skills, problem-solving skills, verbal and written communication skills required. Ability to work at times with little direction, contribute to a team environment, maintain positive attitude and commitment to quality required. Ability to work under tight time constraints, handle high stress and changing priorities required.

### **Physical Demands:**

While performing the duties of this job, the employee is regularly required to hear, use vision, stand, sit and be mobile. The employee will use hands to finger, handle and feel. Communicating occurs constantly throughout the day. Lifting occurs about half the time up to 10lbs and less than one-quarter of the day from 11-40lbs. Rarely is there a need to lift more than 41lbs.

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.

I have read and understand the above job description.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_