



access health CT
Job Description

Job Title: Systems Administrator
Reports to: IT Systems & Network Manager
Department: Information Technology

FLSA Status: Exempt
Grade: 15

Position Summary

The Systems Administrator is responsible for the effective provisioning, installation, configuration, operation, maintenance of systems, hardware and software as related to Access Health CT's IT infrastructure. This individual participates in technical research and development to enable continuing improvement within the technology infrastructure. This individual ensures that system hardware, operating systems, software systems, and related procedures within the Access Health CT (AHCT) organization, adhere to organizational best practices and organizational values.

This individual will be solely responsible for the architecture, design, operations, maintenance, and management of AHCT's Infrastructure both On-Prem and Cloud. These activities include ensuring security policies are being met, working with each department, and ensuring stability, consistency and synchronization across platforms and seamless integration with other infrastructure components.

Participation on projects is focused on smoothing the transition of projects from development to production. This role has no supervisory responsibilities and reports to the IT Systems & Network Manager.

Responsibilities

This individual is accountable for development, deployment, management, and maintenance of the following:

- Cisco Meraki switches
- SharePoint sites for AHCT
- SQL Database Administration
- IT Support & Licensing Renewals and Tracking
- Citrix access points
- Assistance in maintaining CMS and IRS SafeGuards Security Compliance for all IT systems and infrastructure.
- Web Hosting & External DNS Management
- VMWare
- Departmental cross training
- Cloud Computing (AWS)
- Open-Source Support

- Audio and Video support and equipment for external meetings (Board of Directors, Advisory committees, etc.)
- State of CT managed infrastructure items (Active Directory, Office 365, VPN, DNS, Firewall, Web Filtering.)
- Other duties as required

SA Configuration and Provisioning

- Configuration of SA-related solutions for various project and operational needs.
- Purchase, manage, install new / existing servers, and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards
- Develop and maintain installation and configuration procedures for all systems within the organization.
- Experience working in an environment that relies extensively on Open-Source solutions
- Contribute to and maintain system standards.
- Research and recommend innovative systems, and where possible automated approaches for system administration tasks.

Operations and Support

- 24/7/365 High Availability of the AHCT internal network and critical systems.
- Perform daily system monitoring
- Deliver expert level problem resolution, review and troubleshooting of hardware and layered software solutions and products.
- Document, create, revise, and improve IT procedures.
- Perform daily backup operations
- Provide Tier III infrastructure and other support

Maintenance

- Apply Operating System patches and upgrades on a regular basis and upgrade administrative tools and utilities. Configure and add new services as necessary.
- Upgrade and configure system software that supports organizational infrastructure applications or Asset Management applications per project or operational needs.
- Maintain operational, configuration, or other procedures.
- Provide daily technical guidance to staff and prioritize high level service calls; ensure commitments are met; Develop and provide ongoing technical training.
- Perform periodic performance reporting to support capacity planning.
- Perform ongoing performance tuning, hardware upgrades, and resource optimization as required. Configure CPU, memory, and disk partitions as required.
- Maintain the data center environment and monitor / maintain equipment.

Qualifications: the requirements listed below are representative of the knowledge, skill, and/or ability required.

- Bachelor's degree in IT related field or equivalent experience
- 3 to 5 years' experience managing an IT Network system.
- 3 to 5 years' experience managing a SharePoint environment
- Ability to fulfill responsibilities that occasionally require working evenings and weekends, sometimes with little advanced notice.
- Communication
 - Ability to interpret and/or discuss information with others at a high technical level, which involves terminology or concepts not familiar to many people.
 - Able to provide guidance, technical training and documentation
- Knowledge of functioning and use of information systems and technology including:
 - Expert knowledge of concepts of network and microcomputer operating systems.
 - Experience deploying or managing open-source software both cloud and on-prem.
 - Knowledge of help desk management tools and utilities.
 - Drive experiments to evaluate new cloud solutions to save time, money, or drive future business.
 - Ability to analyze and troubleshoot simple operational and data communications problems.
 - Ability to prepare and maintain records, logs and reports.
 - Previous supervisory experience helpful, but not a requirement of the position.

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 frequently required to sit, bend/stretch, hear, use hands to type data, and utilize a phone or other electronic communication devices. This employee will frequently have to operate business machines. Specific vision abilities required in this job include close vision and the ability to adjust focus.

Work Environment: this is an in-office role 2(+) days per week and 3(-) days remote. In office the noise level in the work environment is usually low to moderate. Requires fast-paced deadlines and has a high stress level at times. Minimal travel required.