

## System Administrator responsibilities include:

- Installing and configuring software, hardware and networks
- Monitoring system performance and troubleshooting issues
- Ensuring security and efficiency of IT infrastructure

### Job brief

We are looking for a System Administrator to maintain, upgrade and manage our software, hardware, networks and communications.

Resourcefulness is a necessary skill in this role. You should be able to diagnose and resolve problems quickly. You should also have the patience to communicate with a variety of users.

Your goal will be to ensure that our technology infrastructure runs smoothly and efficiently and is within strict compliance standards of a healthcare environment (HIPAA).

### Responsibilities

- Install and configure software and hardware
- Manage network servers and technology tools
- Set up accounts and workstations
- Monitor performance and maintain systems according to requirements
- Troubleshoot issues and outages
- Ensure security through access controls, backups and firewalls
- Upgrade systems with new releases and models
- Develop expertise to train staff on new technologies
- Participate in and support capacity planning and the development of long-term strategic goals for systems and software in conjunction with end-users and department managers
- Manage network servers and technology tools
- Research and recommend innovative, and whenever possible, automated approaches for system administration tasks. Identify approaches that leverage resources
- Manage end user accounts, permissions, access rights, and storage allocations in accordance with best-practices regarding privacy, security, and regulatory compliance
- Stay current with technologies
- Maintain problem tracking and technical knowledge base to speed resolution of future service requests
- Establish and implement 'best-practice' standards as well as departmental policies and procedures
- Other duties as assigned

## Requirements

- Proven experience as a System Administrator, Network Administrator or similar role
- Experience with databases, networks (LAN, WAN) and patch management
- Knowledge of system security (e.g. intrusion detection systems) and data backup/recovery
- Familiarity with HIPAA laws and PCI compliance
- Resourcefulness and problem-solving aptitude
- Excellent communication skills – ability to provide orientation and guidance to users on operation of software and equipment
- Experience with administration of Windows based operating systems and its commands/utilities, email system administration, anti-virus, anti-spam software, etc.
- Familiarity with administering and maintaining iOS devices
- Up-to-date with new technologies and market trends
- Strong analytical and problem-solving skills with the ability to follow an incident or problem through to resolution
- Ideal candidate would be aware of and have experience in a regulated environment
- Excellent understanding of IT security principles and risk management
- Experience in change and project management
- BSc/Ba in Information Technology, Computer Science or a related discipline; professional certification (e.g. Microsoft Certified Systems Administrator (MCSA)) is a plus

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