

**CENTRAL MONTANA MEDICAL CENTER
POSITION DESCRIPTION**

Position Title	Systems/Network Administrator	Grade	
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Department	Information Technology	Exempt	
Immediate Supervisor	IT Manager	Non-exempt	X
Supervisor next in line	CFO	Workweek	Up to 40

POSITION SUMMARY

Under supervision and guidance, responsible for effective provisioning, installation/configuration, operation, and maintenance of systems hardware, software, and related infrastructure. Serves as a point of contact for IT computing, desktop application and other general network system support, maintenance, and repair. Will field end users issues with Information Technology hardware and software..

Continued employment and raises in this position are dependent upon Central Montana Medical Center's fiscal viability and:

- Actions and communications that contribute to a team concept and create a **positive** environment for **all** customers
- Acceptable performance of essential and all job duties
- Acceptable attendance record
- Accountability for safety to self, patients, visitors and all customers, and care of equipment and building
- Adherence to departmental and facility policies and procedures, education requirements, compliance monitoring and reporting, and CMMC Code of Conduct
- Accountability for the consequences of own actions
- Physical and emotional ability to perform essential functions
- Acceptable background investigation results if required for position

Minimum Education, Experience, Licensure, Certification required:

- Bachelor degree in Computer Sciences, Information Technology, Computer Engineering or related field highly desired
- Working knowledge of Microsoft application set
- Experience with security/firewall appliances, web proxy, networking equipment, LAN/WAN, and virtualization tools
- Solid understanding of emerging technologies as well as best in-class processes and practices within the information technology field
- Demonstrated experience in maintaining and working with Active Directory.
- Demonstrated experience with Server hardware/software build and fault resolution.
- Or any combination of education and experience that provides same expertise.

ESSENTIAL FUNCTIONS/DUTIES:

(Must be able to perform with or without accommodation)

1	Perform duties such as answering support calls/tickets and deploying and moving end user equipment, including monitors, docking stations, and printers.
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2	Escalate tickets when required to appropriate groups
3	Establishes, maintains and manages users Active Directory accounts. Installs, modifies and maintains systems and utility software on server computer systems. Provides server support related to other software.
4	Monitor networks to ensure security and availability to user and maintain network and system security and antivirus protection.
5	Ensure network connectivity throughout the organization LAN/WAN infrastructure is on par with technical considerations.
6	Configure, test, install, troubleshoot, and maintain new and existing hardware, software, and communications equipment to assure optimal security and availability. This includes networking hardware such as routers, switches, firewalls, and wireless equipment.
7	Provide after-hours support as needed.
8	Contributes to team efforts by accomplishing related results as needed.
9	Specify, configure, and maintain server hardware and operating system software including the implementation of patches and software upgrades to solve problems or correct systems vulnerabilities.
10	Performs other duties as assigned.

Knowledge, Skills, Abilities:	
<p>Ability to be accountable for ones conduct and be seen as credible and loyal to the employer. Exhibit ability to utilize the available time efficiently and productively.</p> <p>Strong understanding of Personal Computer software and an understanding of basic networking.</p> <p>Good technical management, technical understanding, analyzing information, excellent verbal and written communication skills, problem solving, excellent customer service skills, time management skills and outstanding interpersonal and leadership skills.</p> <p>Knowledge of Microsoft office products or similar software packages.</p> <p>Knowledge of or ability to manage Windows Server O.S., Windows O.S., Wireless Networking, Microsoft Exchange, Active Directory.</p> <p>Ability to be a problem solver and use critical thinking to analyze and solve complex problems, provide guidance and instruction to users, write clearly and concisely, interact with users of varying levels of expertise as well as the ability to communicate technical information to non-technical users and understand and follow direction.</p> <p>Knowledge of Cisco, Palo Alto and Meraki..</p>	

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OCCUPATIONAL EXPOSURE for this position:

	Category I	Direct contact with blood or other bodily fluid to which universal precautions apply
X	Category II	Activity performed without blood/bodily fluids exposure, but exposure may occur in emergency
	Category III	Task/activity does not ordinarily entail predictable exposure to blood/bodily fluids

OTHER EXPOSURE for this position:

	Radiation	
X	Noise	
	Other (Specify)	Extended periods in front of PC

PHYSICAL DEMANDS:

(Essential functions strength rating for position - see Job Analysis)

	Sedentary	Exert up to 10# occasionally or negligible force frequently
	Light	Exert up to 20# occasionally, < 10# frequently or negligible force constantly
X	Medium	Exert up to 50# occasionally, up to 25# or up to 10# constantly
	Heavy	Exert up to 100# occasionally, up to 50# frequently or up to 20# constantly
	Very Heavy	Exert > 100# occasionally, > 50# frequently or > 20# constantly

I HAVE READ AND UNDERSTAND THIS POSITION/JOB DESCRIPTION, AND HAVE BEEN PROVIDED THE OPPORTUNITY TO ASK QUESTIONS AND RECEIVE APPROPRIATE ANSWERS. I ALSO UNDERSTAND THAT REASSESSMENT OF ABILITIES TO MEET POSITION REQUIREMENTS MAY BE PERIODICALLY REEVALUATED.

Employee's Signature	Supervisor's Signature	Date
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