



**NORTON SOUND
HEALTH CORPORATION**

POSITION DESCRIPTION

EMPLOYEE NAME:

POSITION TITLE: Senior Network Administrator
JOB CODE: 3200
GRADE: 7
RELOCATION: Yes
EXEMPT: No
TRAVEL REQUIRED: Yes

APPROVED BY: Corporate Officer

DATE:

DEPARTMENT: Information Systems
DIVISION: Finance

REPORTS TO: IS Director

SUPERVISES: Computer/Network Technicians

PURPOSE OF POSITION: To provide Network and PC support to all NSHC departments and villages by troubleshooting of Network Servers, Applications, network devices including printers, and PC's. Maintains and supports the phone system including moves, changes, troubleshooting, long distance accounting database maintenance and telephone usage reports. Provides NSHC staff PC training as needed. Also interfaces to vendors for the support of non windows platforms and applications.

**NOT
APPLICABLE**

MET STANDARD

**DID NOT MEET
STANDARD**

MAJOR RESPONSIBILITIES:

I. Core Competencies:

I. A. Professionalism:

- Represents NSHC in a professional manner while performing job duties for managers, employees, former, employees, visitors, agencies and other staff members as evidence by appropriate language, dress and conduct.
- Maintains quality and efficiency standards as set by the immediate supervisor and makes recommendations for improvements.
- Participates in activities that promote professional growth and self-development. Attends pertinent in-services, departmental and other meetings as requested by the immediate supervisor.
- Adheres to all NSHC personnel and safety policies.
- Upholds NSHC's vision, mission, and corporate values.

B. Problem Solving/Critical Thinking:

- Identifies work-related problems with possible solutions and implements solution(s), when appropriate.
- Maintains a constant awareness of the legal aspects of position and demonstrates this in decisions related to job performance issues.

C. Procedures, Processes and Skills:

- Maintains an in-depth knowledge of principles, practices, standards and techniques and demonstrates knowledge in accordance with NSHC policies and procedures within pertinent laws and regulation in the following areas:
 1. Take the lead on design and implementation of Corporate Information Systems. This includes hardware/software for Servers, Telephone systems, PC's, Fax machines, and other devices that Interface with Corporate Systems.
 2. Coordinates efforts with IS Director to ensure efficient operation of corporate wide information system.
 3. Provides customer service and technical support in the areas of the Meditech Information System and NSHC phone system to managers and employees in Nome and the villages.
 4. Troubleshooting of end user devices: personal computers, printers, terminals, and other computer devices and fax machines.
 5. Provides employee training according to established timeframes and requirements in the area of PC's.
 6. Provide Users with connections to core Information Systems services including Meditech, Network Resources, Internet Access, Email, and telephone service.

POSITION: Senior Systems Administrator	PAGE 2 OF 3	NOT APPLICABLE	MET STANDARD	DID NOT MEET STANDARD
<p>MAJOR RESPONSIBILITIES:</p> <ol style="list-style-type: none"> 7. Maintains phone switch and instruments by troubleshooting switch problems and calling the vendor as needed. 8. Troubleshooting individual phone usage report and perform preventive maintenance on phone switch making sure that switch is operating correctly and efficiently. 9. Responsible for moves and changes including programming of switch and physical wiring. 10. Train phone users, produce phone usage report and perform preventive maintenance on phone switch making sure that switch is operating correctly and efficiently. 11. Maintains user applications (non Meditech) including; loading, testing and movement of software upgrades; evaluates and assimilation of software upgrades, and training users in new software uses and changes. 12. Maintains system security by controlling remote access into the Corporate Network. 13. Assists with duties of the other department technicians, including data entry. 14. Provides user support in the areas of PC's and other server software. 15. Equipment installation and troubleshooting: assists with Meditech/PC connection, remote access interface, understands all computer devices in use and can discern hardware problems and effect solutions. 16. Understands the basic principles of data integrity, data management and has the ability to define and solve problems of balancing and data usage 17. Provides user support in the areas of Meditech and PC's. 18. Maintain Nortel Meridian 1 billing database, including adding users, removing users, generating new account codes, and generating extension billing reports as needed. 19. NT Server maintenance, troubleshooting, installing, updating, or configuring software on the Windows NT servers that run our Web site, Email service, and Elron Internet Manager service. 20. Adding new users to the corporate network. This can include installing hardware in the end user computer, running a new physical connection to the users location, and configuring the software components on the computer. 21. Setup and configuring new desktop and laptop computers the corporation purchases. 22. Maintain and troubleshoot the modems, phone lines, and terminal server that our Villages and other remote locations use to dial in to Meditech. 23. Provide recommendations and price quotes for new hardware and software to be used on the corporate network or computers. 24. Network monitoring, checking switches, hubs, and other network interconnect devices to determine if maximum bandwidth is being achieved. If a problem is found, determining the cause and finding a solution to keep the network healthy. <p>D. Safety:</p> <ul style="list-style-type: none"> • Maintains and demonstrates a thorough knowledge of departmental and corporate safety policies and procedures as they pertain to the job, including the fire and disaster plans. • Maintains confidentiality of information deemed confidential. <p>E. People Centered:</p> <ul style="list-style-type: none"> • Establishes a presence by using People Centered Teams skills of differentiation, compassionate listening, and knowledge of the change/transition process in situation involving emotions, life/death transition, and/or conflict. • Maintains harmonious and cooperative relations with fellow employees, management, patients and guests. • Promotes healing by maintaining a peaceful, orderly and clean environment. • Acts as a role model in maintaining a professional atmosphere. 				

- II. Performs other related work as directed by immediate supervisor (i.e. participates in orientation of new personnel, assists in other areas as backup occurs and completes assigned tasks in a timely manner).
- III. Department/Area Specific: Information Systems
 - A. Customer population specific:
 - Demonstrates ability to work with and provide appropriate service and information to the general public, outside agencies, departments, employees and management.
 - B. Supervisory Responsibilities:
 - Coordinate the efforts of the Computer/Network technicians to ensure Work Orders and all other Information Systems projects and completed in a timely fashion.
 - Personnel and disciplinary actions will continue to be handled by the I.S. Director.

QUALIFICATIONS:

Education: As associate degree in science of computer science from an accredited college or University is required.

Registration/Certification: Microsoft MCSE Network Certification

Experience: At least five years of demonstrated experience in a Computer/Information Systems Department is required.

Skills: This position requires good organizational skills with attention to detail. Must be a self-starter and able to work independently with minimal supervision. Possess ability to follow detailed written and oral instruction. Demonstrate professionalism, consideration and confidentiality towards others. Must be able to work as a team player and get along with others. Knowledge and experience in basic personal computer hardware and software. Good understanding of hardware and software issues, computer and telephone wiring, telephone instruments and systems, and telecommunication issues.

Personal Traits: Must be courteous, accountable, and responsible for self and actions; dependable, honest, cooperative, adaptable, versatile, mature, good listener, objective and able to remain calm under stress. Must have ability to adapt emotional responses to the needs of people of varying temperament and disability.

Physical Requirements: Some physical strain. Must be in good general health. Must be physically able to type, file, write, bend, lift, stoop and reach. Frequent sitting required and may be subject to working in small cramped areas at times. Must be able to lift between 10 and 40 pounds. Must be able to fly in small aircraft in inclement weather.

Working Conditions: Most of the work will be performed in clean, well-lighted and ventilated offices. Some work will be in small cramped areas like electrical closets, etc.

Work Hours: Normal work hours are Monday through Friday, 8am to 5pm. Overtime may be required on occasion.

Travel: Travel to the Bering Strait Region villages via small aircraft is required.