



Upper Hudson Planned Parenthood

JOB DESCRIPTION

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|------------------------|-------------------------|---------------------|--------------------------------|
| Position Title: | Systems Administrator I | Department: | Information Technology |
| Reports to: | Regional Director of IT | Location: | Shared Services; Albany Office |
| Reviewed By: | Human Resources | FLSA Status: | Full-Time; Exempt |

SUMMARY OF POSITION:

The Systems Administrator I is responsible for technical and administrative support to all end users within the Shared Services Affiliates of Upper Hudson Planned Parenthood, Planned Parenthood North Country New York and Planned Parenthood Central and Western New York. The Systems Administrator maintains a working knowledge of existing hardware, software, and telephone systems in use to maximize efficiency of the network and users' utilization of them. Assists the Regional Director of IT in expanding the PPCWNY/PPNCNY/UHPP IT network and telephone system.

ESSENTIAL JOB FUNCTIONS

Computer/Network Support:

- Serve as one point of contact for technical support from end users across all PPCWNY/UHPP/PPNCNY locations, by categorizing and logging all relevant support calls into ticket tracking system; facilitates IT responses and communicates clearly to Regional Director of IT regarding solutions to issues, responses, organization of tickets and escalation and previous steps as needed. This applies to external vendors if need be.
- At the desktop level, provide hardware/software resolution in a timely, accurate and creative manner either via telephone, email, remote support software, and/or in person.
- Manages server operating systems on all network servers; typical tasks include installing, upgrading, and patching server operating systems following strict change management guidelines.
- Oversees Windows Server infrastructure and TCP/IP administration including Active Directory, Domain Controllers, DNS, DHCP, Terminal Services and Group Policy
- Configures and administers Microsoft Remote Desktop services and other virtual computing platforms.
- Manages network infrastructure LAN/WAN topologies and hardware including but not limited to proxy servers, switches, routers, and cabling.
- Installation and setup of new hardware/software and also perform routine maintenance/repairs on selected equipment. Works with external vendors to maintain and repair systems & equipment in a timely manner.
- Remains current with technological developments and makes recommendations on emerging technologies.
- Collaborates interdepartmentally regarding IT-related processes, policies and resources.

Administration:

- Documents and audits reports related, but not limited to, Active Directory, electronic health records (EHR), disabled/active users, and anti-virus logs/events on a monthly basis.
- Monitors and diagnoses issues related, but not limited to, system patching, firmware upgrades, hardware upgrades and backup/recovery jobs on a monthly basis.
- Adheres to internal controls, complies with Agency policies, participates in the enforcement of HIPAA, and maintains the highest standards of ethics and integrity.
- Maintains asset tracking and conducts routine audits of agency equipment.
- Develops training materials, procedures and/or trains end users in the proper use of hardware and software as needed Assists with the development, documentation, and operation of disaster recovery processes, procedures and technologies Provides or coordinates technical support and training to staff as needed.
- Upgrades, maintains, and/or monitors all network infrastructure hardware, firmware, and applicable software, including anti-virus versions.
- Assists in the installation and management of wireless networking and network security (e.g. including administering firewalls, managing host antivirus security, and implementing network and file permissions)
- Performs tier 2 & 3 troubleshooting, including server, network, and storage errors, splunk notifications, and abnormal traffic flows.
- Performs root cause analysis for service interruption and recovery.
- Performs other duties as needed or directed.

Other Accountability Activities:

- May act as a representative of the Agency as requested with vendors and/or in meetings related to IT topics.
- Participates in affiliate initiatives.

Qualifications:**Education and Licensure**

- Bachelor's degree in Computer Science or a related field, or an equivalent combination of education and experience required
- Minimum of 5 years of experience in all areas of local and wide area network management to include system configuration, setup, troubleshooting planning, designing, implementation and user support; experience installing and supporting various Microsoft server technologies (Active Directory, Exchange, Terminal Service, Operating System, and Office); experience installing telecommunications equipment is required.
- Microsoft Certified Systems Administrator (MCSA), Microsoft Certified Systems Engineer (MCSE), or Microsoft Certified IT Professional (MCITP) preferred.
- Palo Alto Panorama certification preferred.
- Ubiquiti Unifi certification preferred.
- Ability to work independently, prioritize, multi-task, meet deadlines and conduct research on a wide range of computing issues is essential.
- Excellent communication skills (verbal and written) are required.
- This position requires the ability to work a flexible schedule and to travel to multiple sites as needed.
- Must have a valid NYS driver's license with access to transportation.

Expectations

- Able to maintain strict patient confidentiality, work with diverse communities, and possess a warm, caring manner.
- Possess good organizational skills, attention to detail, motivated and have high energy
- Has experience prioritizing tasks and managing time effectively.
- Able to handle multiple tasks simultaneously.
- Must be able to perform well under stress, work independently and work effectively with peers.
- Have excellent written and oral communication skills.
- Demonstrate a strong work ethic.

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 required to continuously talk and hear, frequently sit, stand, walk, reach, grasp, handle small objects, use repetitive motions of the hands and wrists. Work requires occasional bending. Rarely requires repetitive motion of the feet. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Must be able to lift and/or move up to 50 lbs., operate a computer including keyboard, operate a multi-key telephone.

May experience visual fatigue working at computer with potential extended periods of sitting

Must be able to maintain a flexible schedule and during peak activity periods work in excess of 7.5 hours per day and/or 37.5 hours per week.

Medical requirements of the position

All staff who interact with clients are required to meet the Department of Health medical requirements of an initial tuberculin test (PPD) and physical, as well as required vaccinations including COVID-19 and Influenza.

Work Environment:

Work environment characteristics 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 exposed to weather conditions prevalent at the time.

The noise level in the work environment is usually moderate.

The Systems Administrator I needs to be able to walk up and down stairs as determined by the office design.

Travel:

While performing the duties of this job, the employee will be required to travel to all agency locations as assigned. Must have a valid driver's license with access to transportation.

Other:

1. This job description is not intended to be all-inclusive. The employee will also perform other reasonable related duties as assigned by the supervisor or management.
2. Management reserves the right to change, assign or reassign job duties, hours, and locations as needed. This document is for management communication only and not intended to imply a written or implied contract of employment.
3. I have read and understand this job description. I agree to accept the responsibilities and duties as outlined.
4. I understand that UHPP is an "at-will" employer.

Employee Signature: _____

Date: _____

Approved by:

Supervisor: _____

Date: _____

Human Resources: _____

Date: _____