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| JOB TITLE:<br>IT SYSTEMS<br>ADMINISTRATOR II | DEPARTMENT: Information Services | POSITION OF SUPERVISOR: |
| FLSA STATUS:                                 | ANTICIPATED HOURS PER WEEK: 40   | EFFECTIVE DATE:         |

**Position Summary:** The System Administrator is responsible for maintaining the integrity and security of PSMC's servers and systems that support the various operations. The System Administrator is expected to conduct system analysis and development to keep our systems current with changing technologies.

They provide administration functions including project planning, systems design and engineering, performance management, security auditing and capacity planning. The Systems Administrator is a key technical resource for other staff, providing advice, training and technical support for various projects.

**Qualifications:** *At all times*, the employee shall possess the following qualifications set forth below.

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| Education/Training: | A Bachelor's degree in Computer Science or Information Systems or Associate Degree and/or 4 years of work experience.  |
| Experience:         | <ul style="list-style-type: none"> <li>• Must have 5+ years supporting enterprise-class systems.</li> <li>• Must have 3+ years experience in the following systems/applications: <ul style="list-style-type: none"> <li>○ VMware and associated products (vSphere, Horizon View)</li> <li>○ Windows Server 2012 and above</li> <li>○ Linux Servers (Redhat, CentOS, Ubuntu)</li> <li>○ Batch scripting</li> <li>○ WSUS Management</li> <li>○ SAN Management</li> <li>○ Backup Management</li> <li>○ Microsoft Exchange Management</li> <li>○ Excellent written and verbal communication skills</li> </ul> </li> </ul>  |
| Responsibilities:   | <ul style="list-style-type: none"> <li>• Design, implement and support new systems according to documented plans and published change control processes.</li> <li>• Administer systems to ensure their continued operations through physical inspection and proactive review of application logs and system consoles.</li> <li>• Review system generated alerts/warnings/errors as well as reported issues to determine the root cause. Prepare action plans, and document, test, and implement solutions &amp; fixes.</li> <li>• Respond to requests and incidents in the designated queue of the problem management system.</li> <li>• Compose, maintain and update operating procedures and training documentation.</li> <li>• Disaster recovery monitoring, management and hardening.</li> </ul> |

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|  | <ul style="list-style-type: none"> <li>• System and environment monitoring, optimization, management and hardening.</li> <li>• Participate in “On-Call” rotation for after-hours support.</li> <li>• Coordinate support and repair efforts with vendors and onsite personnel.</li> <li>• Research and propose recommendations for enhancing approaches for support services.</li> <li>• Provide weekly status report updates for current projects.</li> <li>• Provide mentorship and training to others; promote an atmosphere of knowledge-sharing.</li> <li>• Provide support per requests from various constituencies. Investigate and troubleshoot issues.</li> <li>• Meet professional obligations through efficient work habits such as, meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrating respect for others.</li> </ul>   |
| <b>Special Skills, Licenses or Certifications:</b> | Basic computer knowledge<br>BLS/CPR   |
| <b>Language Skills:</b>                            | Demonstrates ability to read, write, and clearly express one’s self in English 100% of the time<br>Additional languages preferred<br>Demonstrates ability to listen<br>Demonstrates ability to clearly convey thoughts in speech and written word   |
| <b>Physical/Mental/Special Demands:</b>            | <ul style="list-style-type: none"> <li>• Lifting a minimum of 40 pounds. May need to lift 51 pounds.</li> <li>• Adequate hearing is required to hear/talk with other employees, patients and public in person and on the telephone.</li> <li>• Adequate sight is required to perform essential functions of the job.</li> <li>• Work requires the use of computers with exposure to monitors, key boards, mouse with repetitive motions for extended periods of time.</li> <li>• Ability to initiate CPR 100% of the time.</li> <li>• Must have fine motor skills 100% of the time.</li> <li>• Ability to work and multi-task at a rapid pace with numerous interruptions 100% of the time.</li> <li>• Good mental health.</li> <li>• Demonstrate tact and versatility.</li> <li>• Must be dependable.</li> <li>• High degree of self-motivation and directional initiative.</li> <li>• Ability to function successfully independently.</li> <li>• Ability to cope and remain calm in escalating situations.</li> <li>• Must consistently demonstrate compliance with organizational-wide competency statements and performance criteria based on established quality indicators.</li> <li>• In addition, the physical demands anticipates standing, bending, walking and long periods of sitting.</li> </ul> |
| <b>Work Environment:</b>                           | Work is performed in an office setting with exposure to work stress, environmental stress, and frequent interruptions; noise level is moderate; work may involve exposure to blood, bodily fluids and communicable diseases; frequent communications, on a daily basis, with the general public, co-workers, vendors and patients.  |
| <b>Cross-Training of Position:</b>                 | PSMC cross-trains job positions. This job description must cross-train to be able to effectively perform the job position of: _____   |

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**Standard Job Requirements:** *At all times, employee shall satisfy the following requirements:*

1. Adhere to and support PSMC's Code of Conduct and WISER values.
2. Accomplish annual goals.
3. Works forward on department plans (may change from time to time).
4. Comply with all PSMC policies including, without limitation, timely attendance, code for dress and decorum, no conflicts of interest, no harassment, fragrance free, etc.
5. Comply with all PSMC and department procedures, rules and directives.
6. Establish and maintain effective working relationships with others (e.g., co-workers, supervisors, patients, visitors, vendors of PSMC and the general public).
7. Be courteous, respectful, honest, and solution-oriented in dealing with others.
8. Communicate accurately, clearly, and effectively both orally and in writing.
9. Possess excellent organizational skills and the ability to multi-task.
10. Work independently and perform the job with minimum supervision.
11. Work effectively on PSMC/department team matters and recognize situations which require teamwork.
12. Maintain strict confidentiality of all patient matters and recognize situations where confidentiality should be maintained even if not legally required.
13. Respect the importance of compliance and quality programs and support the same.
14. Possess computer knowledge/skills and the ability to learn and adapt to new programs and software.
15. Participate in employee training, Disaster Preparedness and emergency events.
16. Perform other job duties, as assigned by a supervisor.

**Essential Duties, Functions and Responsibilities:** *At all times, employee shall be able to perform the following essential functions of the job, with or without an accommodation, as set forth below.*

1. Maintain and manage any I.T. systems in regards to patient care and PSMC's priority functions.
2. Availability for system maintenance, weekly schedule and on-call rotation.
3. Customer service and communication with patience and the willingness to see the issue to the end.
4. Can perform all the standard job requirements.
5. Meets the qualifications as set forth herein.

**Approved by:**

|                              |                                 |        |
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|                              |                                 |        |
| (Manager – Signature)        | (Title)                         | (Date) |
|                              | <b>Human Resources Director</b> |        |
| (Human Resources– Signature) | (Title)                         | (Date) |

**Receipt and Acknowledgment:**

I acknowledge and understand that:

- This job description, and receipt and acknowledgment of this job description, does not imply or create a promise of employment or employment contract of any kind. I understand and acknowledge that my employment with Pagosa Springs Medical Center is “at will” and may be terminated by me or the employer at any time with or without cause.
- The job description provides a general summary and requirements of the position in which I am employed. At this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor if, at any time, I am no longer qualified for my position and/or unable to perform the job requirements or essential functions of my job.
- Positions, job descriptions, duties, tasks, work hours, work requirements and qualifications may be changed at any time at the discretion of Pagosa Springs Medical Center.
- Acceptable job performance requires: (a) proper compliance with and completion of all aspects of the job description; and (b) compliance with PSMC policies, procedures, rules and directives.
- I have read PSMC values (WISER) and understand them.
- I have read and understand this job description.

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| (Print Employee Name) | (Employee Signature) | (Date) |