



CENTRAL CALIFORNIA ALLIANCE FOR HEALTH

Position Title: SYSTEMS ADMINISTRATOR I
Position Status: Non-Exempt
Reports to: Service Desk Supervisor
Effective Date: 04/14/1999
Revised Date: 07/31/2007, 6/23/2011, 12/20/2013, 9/17/2014

SUMMARY DESCRIPTION: Under general supervision, this position:

1. Provides first level end-user support of the computer desktop environment by documenting, analyzing and resolving reported technical problems;
2. Performs desktop maintenance, upgrades and new user installations;
3. Maintains and administers telecommunications, video conferencing and related equipment and services;
4. Repairs and maintains computer hardware and peripheral components, and
5. Performs other duties, as assigned.

DUTIES AND RESPONSIBILITIES:

<u>% of Time</u>	<u>Essential:</u>
50%	<ol style="list-style-type: none">1. Provides first level end-user support and maintenance of the computer desktop environment by documenting, analyzing and resolving reported technical problems, with duties including but not limited to:<ul style="list-style-type: none">• Documenting first level issues/requests for technology support received by the Analytics and Technology Services (ATS) Help Desk via telephone, voicemail, e-mail, electronic ticket system and from walk-up customers;• Triaging, categorizing and prioritizing incoming requests;• Analyzing and resolving desktop computer and software issues and following up with users to confirm resolution;• Following established procedures for escalating issues to senior technology personnel;• Responding quickly and effectively to support requests; and• Maintaining documentation for all processes and procedures.
15%	<ol style="list-style-type: none">2. Performs desktop maintenance, support, upgrades and new user installations, with duties including but not limited to;<ul style="list-style-type: none">• Installing, configuring and maintaining hardware and software for multiple offices and/or locations;• Maintaining and administering various applications used by staff and providing support to remote access users; and• Deploying desktop workstations, laptops, telephones and mobile devices for new employees.

- 15%** 3. Maintains and administers telecommunications, video conferencing /related equipment and services, with duties including but not limited to:
- Maintaining and supporting telephone system NEC UCB Univerge SV8300 PBX, Voicemail, ACD services and supporting applications including Quality Assurance software;
 - Configuring, installing and troubleshooting user telephones as needed;
 - Supporting and servicing mobile devices similar to: Blackberry, IOS and laptops with mobile telecommunications; and
 - Maintaining, supporting and troubleshooting video conferencing equipment.
- 15%** 4. Repairs and maintains computer hardware and peripheral components, with duties including but not limited to:
- Identifying problems and repairing computer hardware and peripheral components such as monitors, keyboards, printers and disk drives;
 - Troubleshooting and resolving end-user problems and ensuring correct operation of desktop computers;
 - Maintaining an inventory of computer components, software licenses and peripherals, documenting all repairs/services performed;
 - Maintaining and documenting system images; and
 - Testing and verifying any updates and/or changes required with current environment and user expectations.
- 5%** **Secondary:**
1. Performs other duties, as assigned.

EDUCATION AND EXPERIENCE:

- Associate's degree in Computer Science, Computer Engineering or a closely related field; or one (1) year of experience in a computer operations environment which must have included PC hardware and software support and administration; or an equivalent combination of education and experience which would provide the required knowledge, skills and abilities may be qualifying.

JOB SPECIFIC KNOWLEDGE, SKILLS AND ABILITIES:

- Working knowledge and experience in supporting Microsoft operating systems, including Windows XP/7/8 and Windows Server 2003/2008;

- Working knowledge of commonly used applications in Windows, including Adobe Acrobat, Winzip, GoToMyPC, GoToMeeting, Java, IE, Firefox, FTP and SFTP;
- Working knowledge and experience supporting Microsoft Office Suite applications, including Word, Excel, Outlook, PowerPoint and Visio;
- Knowledge of and experience supporting hardware issues related to PC desktops and laptops;
- Basic knowledge of or familiarity with Active Directory, DC design, Schema, OU design and AD replication topology;
- Basic knowledge of network security and management, including Cisco routers, VPN and wireless solutions;
- Basic knowledge of enterprise anti-virus/anti-spam/anti-malware solutions, including Symantec Endpoint Protection;
- Basic knowledge or familiarity of DNS, DHCP, GPO's, SMTP, WINS and system performance;
- Basic knowledge of Symantec Ghost, Clonezilla or other system imaging products;
- Basic knowledge of networked printer installation, configuration and management;
- Basic knowledge and experience working with networking devices such as switches, firewalls, routers and wireless; and mobile devices such as laptops, Android, Blackberry and IOS devices;
- Basic knowledge of VMWare and ESX servers preferred;
- Basic knowledge and experience with telecommunication and enterprise class video conferencing systems preferred;
- Basic knowledge of Microsoft PowerShell preferred;
- Some knowledge of or familiarity with hardware encryption, endpoint protection and dual authentication software;
- Ability to provide outstanding customer service required;
- Ability to independently identify, research and resolve issues; and
- Ability to understand client operating systems, TCP/IP networking principles and troubleshooting techniques.

ALLIANCE STANDARD KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to communicate effectively, both orally and in writing;
- Ability to establish and maintain effective and cooperative working relationships with Alliance staff and others contacted in the course of work;
- Ability to assume responsibility and exercise good judgment in making decisions within the scope of authority of the position;
- Ability to think and work effectively under pressure and accurately complete tasks within established times;
- Ability to prioritize tasks and meet deadlines;
- Ability to maintain confidentiality; and
- Valid California Driver License, transportation and automobile liability insurance in limits acceptable to the Alliance.

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

- Ability to sit in front of and operate a video display terminal for extended periods of time; and

- Ability to stand, bend, reach overhead, lift, carry or move objects of varying size weighing up to 50 pounds.

All Alliance employees are expected to:

- Comply with all Alliance safety requirements; and
- Adhere to all Alliance policies and procedures.

The job duties, elements, responsibilities, skills, functions, experience, educational factors, and the requirements and conditions listed in the job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The Alliance reserves the right to revise this job description at any time.