

BAY COUNTY MEDICAL CARE FACILITY

JOB DESCRIPTION

DATE: 03-17-16

F.L.S.A. Class: Non-Exempt

TITLE: ASSISTANT I. T. NETWORK ADMINISTRATOR

SALARY RANGE: \$20.35/Hour (hire); \$20.85 (6 mo.); \$21.35 (1 yr.); \$22.35 (2 yr.)

REPORTS TO: INFORMATION TECHNOLOGY (I.T.) NETWORK ADMINISTRATOR

JOB SUMMARY:

Assists the Information Technology Network Administrator in supporting server applications and operating systems providing a stable working environment for all Facility systems. Performs duties, as assigned, related to the management and coordination of all activities of the I.T. Department including design, development, implementation, desktop support and troubleshooting/maintenance of network, server and desktop hardware/software problems. Participates in planning, testing, documentation, coordination, installation, maintenance and operations of all I.T. Network elements in addition to coordinating internal training.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Performs duties of the Information Technology Network Administrator during his/her absence
- Perform troubleshooting, archiving and back-up of server applications
- Manage inventory of software licenses, software applications, hardware components and I.T. supplies
- Assists in maintaining both internal and external Facility networks
- Assists in the development and maintenance of the Facility's Disaster Recovery Plan
- Install, upgrade, support and troubleshoot XP, Windows 7, Windows 10 and Microsoft Office 2010 and any other authorized Operating Systems/desktop applications
- Install/configure, upgrade, support and troubleshoot for printers, computer hardware and any other authorized peripheral equipment
- Performs general preventative maintenance tasks on computers, laptops, printers and any other authorized peripheral equipment
- Performs repairs on computers, laptops, printers and any other authorized peripheral equipment not covered by warranty – if covered by warranty, responsibility would be to coordinate repair with vendor

- Assist in implementing firewalls and security devices to ensure network security
- Proactively protect the facilities' computers by detecting and removing common and newly emerging security threats such as, but not limited to: virus, SPAM, phishing, spyware, key loggers, adware, worms, Trojan horse, blended threats, DOS attacks and more
- Coordinate with Department Managers to set and periodically review user access, permissions and rolls to prevent unauthorized access to data systems and data bases
- Customize desktop hardware/software to meet both facility policy and user specifications
- Coordinates internal staff training on the operation of hardware and software applications
- Performs work in compliance within specified warranty requirements
- Returns defective equipment/parts to maintenance inventory, documents customer repairs, maintains and restocks assigned parts inventory to insure proper spare parts levels
- Responsible for monitoring, operating, managing, troubleshooting and restoring to service any terminal service client, personal computers (PC) or notebooks that has authorized access to the network
- Escalates to the Network Administrator any restoration issue/problem when the restoration is beyond the scope of the computers, laptops, printers and any other authorized peripheral equipment
- Create email and network accounts for new users
- Ensure that all user requests are logged in the ticketing system, responded to and, if necessary, the invoking of escalation procedures are timely
- Maintain timely problem status/resolution information in the ticketing system
- Monitor and analyze incoming calls, problems and support requests for historical fixes and trends
- Ensure all reasonable instruction/tasks are carried out correctly and on time
- Assists in the maintenance of the Facility telephone system
- Provide occasional on-call 24x7 user support
- Maintains confidentiality of all residents, employees and Facility data
- Responsible for appropriate use of Facility supplies and equipment to minimize loss, waste and fraud
- Is knowledgeable of Resident Rights and ensures resident privacy and dignity and helps ensure a safe, secure environment for all residents

- Completes annual In-service training requirements, maintains acceptable attendance, and dresses in accordance with Dress Code Policy
- Complies with all organizational policies
- Perform all other duties as required or assigned

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Excellent technical knowledge of computers and desktop hardware.
- Working technical knowledge of current protocols, operating systems and standards
- Ability to operate tools, components and peripheral accessories
- Software and Hardware Troubleshooting
- Windows XP, Windows 7 and Windows 10 experience
- Microsoft Office 2010 and 2013 support
- TCP/IP
- SQL
- Working knowledge of SMS, AD, Exchange 2003/2013 and remote control tools
- Knowledge of all software applications used within the organization
- Analytical and problem solving skills
- Good communication (both verbal and written) skills
- Planning and organizing skills
- Good administration management skills
- Strong listening skills
- Possess excellent interpersonal relation skills with technical and nontechnical team members
- Able to operate with minimal supervision
- Able to manage time effectively, set priorities appropriately, schedule calls
- Ability to multi-task to meet deadlines and to readily adapt to change and current technology

JOB QUALIFICATIONS:

- Associates degree in Information Technology or Computer Science with a minimum of two (2)

years business experience in information technology or computer operations or four (4) years of comparable experience required.

- Bachelor's degree in Computer Science or Information Systems preferred but not required.
- IT Certifications i.e. Microsoft preferred but not required
- Valid, unrestricted driver's license

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

- Work is split between a normal office environment and a resident care environment with minimal exposure to communicable diseases when using universal precaution methods
- Activities require manually lifting, transporting and handling reasonably heavy objects such as computers and printers
- During the performance of the duties of this job, the employee is regularly required to sit, keyboard, stoop, push, pull, and be mobile for various periods of time
- Work requires clear speech and visual and hearing acuity
- Employee is frequently required to read typed and/or hand written material
- Work performed requires repetitious hand, arm or finger motions, as well as manual/finger dexterity

Every employee of the Bay County Medical Care Facility is entitled to a safe and healthful workplace. All employees will follow safe and healthful work practices, obey safety and health rules and regulations, and work in a manner which maintains high safety and health standards. The Facility will provide and maintain safe and healthful working conditions, and we will establish and insist upon work methods and practices that promote a safe and healthful workplace at all times.

The job duties and 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 a disability to perform the essential functions of this position.

This Job Description is intended to describe the general nature and level of work being performed by a person assigned to this job. It is not to be construed as an exhaustive list of all job duties that may be performed by a person so classified.

I have received, read and understand the above Job Description and Description of Physical Demands.

EMPLOYEE

DATE

Please visit www.baycountymcf.com under the employment tab to fill out the application and submit by **Friday, April 8, 2016.**