ARISE

Job Description

Job Title: Network and Systems Administrator
Reports to: IT Operations Manager
FLSA Status/Schedule: Non-exempt (Hourly); 37.5 hours per week
Location: Syracuse

ARISE's mission is to work with people of all abilities to create a fair and just community in which everyone can fully participate.

Job Summary:

The Network and Systems Administrator is responsible for the maintenance, configuration, and reliable operation of computer systems and servers. They install hardware and software and participate in research and development to continuously improve and keep up with the IT business needs of the organization. System administrators also actively resolve problems and issues with computer and server systems to limit work disruptions within the company.

Qualifications:

- 4-6 years of network administration, or system administration experience
- Previous educational experience such as associate or bachelor's degree programs, technical certifications, or technical trade programs are considered when evaluating experience
- Experience working in health care and/or non-profit environments preferred
- Working knowledge of virtualization, Hyper-V, or equivalent
- Strong knowledge of systems and networking software, hardware, and networking protocols
- Experience with scripting and automation tools: Windows Batch, PowerShell, PowerApps, Python preferred
- Strong knowledge of implementing and effectively developing helpdesk and IT operations best practices, including expert knowledge of security, storage, data protection, and disaster recovery protocols
- Valid Driver License, access to reliable transportation
- Demonstrated ability to function both autonomously and as a team member
- Demonstrated ability to perform the Essential Functions detailed below:

Essential Functions:

- Ensure compliance with established industry best practices, governmental regulations (HIPAA), and agency policy and procedures
- Responsible for the maintenance, configuration, and reliable operation of computer systems, network servers, and virtualization
- Install and upgrade computer components and software, manage virtual servers, and integrate automation processes
- Troubleshoot hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing impact of issues
- Create and update technical documentation (server configuration, backup and recovery procedures)

- Write documentation for the daily operation (server configuration, perform backup and recovery procedures)
- Perform regular backup operations and implement appropriate processes for data protection, disaster recovery, and failover procedures
- Support desktop and helpdesk support efforts, making sure all desktop applications, workstations, and related equipment problems are resolved in a timely manner with limited disruptions
- Responsible for capacity, storage planning, and database performance
- Attend meetings and serve on committees as requested
- Perform maintenance and attend to emergencies during agency off hours
- Monitor work load, manage time and prioritize requests with direction from the supervisor.
- Perform moderate lifting as assigned by the supervisor on an individual basis
- Uphold code of ethics, code of conduct and all ARISE policies and procedures
- Exercise sound judgment as a matter of course and hold protected health information and other sensitive information in the strictest of confidence in accordance with ARISE and HIPAA policies
- Represent the agency with highest ethical standards
- Other duties as assigned