



VALLEY HEALTH TEAM
LIVE BETTER. VIVE MEJOR.
JOB DESCRIPTION

POSITION:	IT MANAGER/NETWORK ADMINISTRATOR
REPORTS TO:	CHIEF INFORMATION OFFICER
POSITIONS SUPERVISED:	NONE
CLASS:	REGULAR
CAT:	FULL-TIME
	NON-EXEMPT

BASIC FUNCTIONS:

Under the supervisor of the Chief Information Officer, the IT Manager/Network Administrator will serve two roles: (1) as IT Manager who will be responsible for the information technology department staff, physical end user devices, peripherals and device security and (2) as Network Administrator who will be responsible for support of internal networks at multiple locations including servers (physical and virtual), network storage, routers and switches, and security devices such as firewalls.

This individual will collaborate with the executive management team and decision makers in other departments to assist in identifying, recommend, develop, implement, and support cost-effective technology solutions for the organization.

DUTIES AND RESPONSIBILITIES:

1. Supervise information technology department staff to maintain all end user devices.
2. Responsible for scheduling information technology department staff in accordance with VHT information technology needs.
3. Responsible for direction, development, coaching, supervision and evaluation of information technology department staff.
4. In charge of training new information technology department staff.
5. Responsible for monitoring and ensuring timely resolution of help desk tickets.
6. Technical resources for troubleshooting and diagnosing technology needs.
7. Act as a service and support contact for clients and vendors.
8. Interact with all aspects of infrastructure technology environment.
9. Responsible for install, configuration and maintenance of network infrastructure.
10. Act as escalation resource to lower tier support personnel to resolve support related issues.
11. Maintain and monitor system and environment backups.
12. Research technologies for future business needs.
13. Install, administer, and maintain software and hardware programs.
14. Monitor job error and database auditing logs.
15. Identify and troubleshoot data integration problems and work with the user to resolve.
16. Manage application user accounts with different roles and profiles.
17. Support application/database development throughout the software lifecycle.
18. Responsible for ensuring the optimized performance, integrity, and security of data.
19. Monitor key performance indicators and design solutions or enhancements to improve and maintain productivity at acceptable levels.
20. Perform periodic database health checks; capacity planning on data growth.
21. Occasionally required to perform job duties outside of normal business hours; to be on-call for emergencies.
22. On a temporary basis, may be required to work at any satellite facility.
23. Contribute to team effort by assisting other departments as needed and while maintaining confidentiality of VHT's business.
24. Work cooperatively with all staff members and outside sources in a professional manner to deliver a high level of service.

25. Observe and practice all VHT Patient Experience Service Standards as outlined in “World Class Practices: My Commitment to Care (which I have read and signed). Practice CICARE when interacting with patients, their families, visitors, or internal customers.
26. Practice CICARE phone etiquette during all phone interactions.
27. Always exercise courtesy whenever patients, family members, visitors and co-workers are present.
28. Respect privacy and dignity of our patients, family members, visitors and co-workers.
29. Maintain professionalism in the presence of patients, their families, visitors and co-workers.
30. Act as a role model, verbally and behaviorally demonstrating skill, enthusiasm, positive problem solving, commitment and loyalty to the profession and the organization.
31. Follow applicable regulations: Joint Commission, OSHA, HIPAA, and CLIA.
32. Serves and protects the practice by adhering to professional standards, policies and procedures, federal, state, and local requirements, and The Joint Commission Accreditation of Healthcare Organization standards.
33. Perform other related duties, which may be inclusive, but not listed in the job description.

MINIMUM QUALIFICATIONS:

1. Bachelor’s Degree in Computer Science, Information Systems, Engineering, or other related discipline or minimum of seven (7) years of relevant experience
2. Be self-motivated and have the ability to prioritize work and meet deadlines
3. Extensive experience supporting Microsoft Windows Operating Systems
4. Advanced knowledge of designing and operation of an enterprise Windows infrastructure
5. Excellent knowledge of Microsoft Active Directory and Group Policy management
6. Strong PowerShell and scripting skills desired
7. VMware and VSphere experience a plus
8. Understanding of SQL
9. Must be experienced in maintaining data interfaces
10. Excellent oral and written communication skills – be able to provide information in a clear and concise manner; good interpersonal skills
11. Ability to be flexible with work schedule and available to work at all site locations
12. Must have own transportation, valid California Driver’s License and current proof of automobile insurance coverage
13. Demonstrated ability to provide world-class patient experience using CICARE principles and practices. Ability to be proactive and to go above and beyond the call of duty; take initiative to provide a world class patient experience in all encounters via email, phone or in person

TYPICAL WORKING CONDITIONS: The office setting is a normal work environment. Occasionally work during early morning, evening or weekend. May be subjected to temperature variances in the office.

TYPICAL PHYSICAL DEMANDS: Requires sitting, standing, or walking for up to eight hours a day. Some bending, stretching, or reaching may be necessary. Lifting up to 40 pounds may be required on occasion. Vision must be correctable to 20/20 and hearing must be in the normal range for telephone contact.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing 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 may come in contact with hazardous equipment such as liquid nitrogen, cleaning agents, and sharps. The noise level in the work environment is usually moderate but may become excessively loud with the increased patient flow during a busy clinic day.

I, the employee, understand the responsibilities and standards of my position as listed above, and I agree to fulfill them to the best of my ability. I understand I am an at-will employee and can be terminated at any time with or without cause. I also understand the Valley Health Team Inc. will not be responsible in any manner for termination's which are due to defunding of Federal or State Contracts. I also agree that the VHT Board of Directors have the right to modify the Personnel Policies which govern my employment at any time.

This organization is an Equal Opportunity Employer. It is our policy to comply with all applicable state and federal laws prohibiting discrimination in employment based on race, age, color, sex, religion, national origin, or other protected classification.

Employee's Signature

Date