HealthOne™

**HEALTH ONE ALLIANCE, LLC, ITS SUBSIDIARIES AND AFFILIATES,
INCLUDING ALLIANT HEALTH PLANS
JOB DESCRIPTION**

JOB TITLE:	Systems/Network Administrator	**LOCATION:**	Dalton, Georgia
DEPARTMENT:	Information Technology	**REPORTS TO:**	Director of IT

Job purpose

The Systems/Network Administrator is responsible for the installation/configuration, operation and maintenance of hardware, software, related network infrastructure, and telephone system. Duties include daily health monitoring, securing, diagnosing of technical issues, research and upgrades. This individual ensures that all hardware, operating systems, software and related procedures adhere to organizational standards, values and strategic plan. This individual will work with team members, project teams and other departments in expanding or implementing new systems that meet organizational needs.

Duties and responsibilities

- Supports LANs, WANs, network segments, Internet, and intranet systems
- Maintains system efficiency
- Designs server/network systems and ensures all components work properly together
- Troubleshoots problems reported by users
- Makes recommendations for future upgrades
- Maintains network and system security
- Analyzes and isolates issues
- Monitors networks to ensure security and availability to specific users
- Evaluates and modifies system's performance
- Identifies user needs
- Maintains integrity of the network, server deployment, and security
- Ensures network connectivity throughout a company's LAN/WAN infrastructure is on par with technical considerations
- Designs and deploys networks
- Performs network address assignment
- Assigns routing protocols and routing table configuration
- Assigns configuration of authentication and authorization of directory services
- Maintains network facilities in individual machines, such as drivers and settings of personal computers as well as printers
- Maintains network servers such as file servers, inventory servers, intrusion detection systems
- Administers servers, desktop computers, printers, routers, switches, firewalls, phones, personal digital assistants, smartphones, software deployment, security updates and patches
- Creates, changes and removes AD users, mailboxes and other resources as requested
- Performs daily system monitoring, server integrity checks, review system and application logs, and verify scheduled job completion (backups, etc.)
- Oversees and performs regular systems backup operations and testing, troubleshooting, archiving, disaster recovery and provides expert support
- Provides support per request including after-hours support

- Oversees administration and maintenance of the company's infrastructure
- Works with project teams to help implement internal systems
- Manages and develops upgrades to the Company's telephone system
- Oversees all telephone changes, including routing for seating assignments
- Maintains organization's effectiveness and efficiency by defining, delivering, and supporting strategic plans for implementing information technologies
- Helps technological research by studying organization goals, strategies, practices, and user projects
- Completes projects by coordinating resources and timetables with user departments and data center
- Verifies application results by conducting system audits of implemented technologies
- Builds and maintains vendor relationships and manages the purchase of all hardware and software products
- Manages the purchasing of all software, hardware and other IT supplies
- Ensures that Company assets are maintained responsibly
- Other duties as may be assigned

Qualifications

- Minimum Experience: Must have 2+ years' experience with Network/System Administration (understanding domains, trusts and policy) including Exchange
- Knowledge of server platforms such as: Windows Server 2008, Server 2012 R2
- Knowledge of database management including: SQL Server 2005, SQL Server 2008, SQL Server 2012, SQL Server 2014
- Knowledge of Active Directory including: Group Policy, Domain Trusts, DNS, User and Group Management
- Knowledge of system administration including: MS Exchange 2010, SharePoint, Skype for Business
- Knowledge administrating VMWare and SAN/NAS Environments
- Knowledge of routing and switching (Sonicwall)
- Ability to administer and deploy new systems as organizational needs require

Competencies

- **Ethics** - Honest, accountable, maintains confidentiality
- **Reliability** - The extent to which the employee can be depended upon to be available for work, do it properly, and complete it on time. The degree to which the employee is reliable, trustworthy, and persistent.
- **Sense of Urgency** - Meets deadlines, establishes appropriate priority, gets the job done in a timely manner
- **Communication skills** - Possesses effective communication skills: oral, written, listening.
- **Conflict management** - Good listener, committed to finding solution to problems, works well with difficult people
- **Initiative** - Takes action, seeks new opportunities, strives to see projects to completion
- **Internal Controls** - Knowledge of and ability to create, implement, evaluate and enhance internal control processes.

- **Job knowledge** - Knowledge of products, policies and procedures; OR knowledge of techniques, skills, equipment, procedures, and materials.
- **Planning & Organizing** - Displays ability to effectively plan, organize and implement applicable tasks or projects in relation to established goals and objectives.
- **Problem Solving & Decision Making** - Displays ability to define a problem, develops workable and realistic alternatives, and selects appropriate alternative to resolve problem. Decisions made are generally correct, and the time taken to make such decisions is reasonable.

Physical, Mental, Environmental & Working Conditions

Moderate amount of walking, sitting, and writing. Moderate to significant amount of stress in meeting deadlines and dealing with day-to-day events in the execution of job duties. Needs flexibility and adaptability to change. Candidate must be self-disciplined and a self-starter and able to work independently with a flexible work schedule. Must be able to drive a vehicle and daytime/overnight travel as required.

Direct reports

N/A