



POSITION DESCRIPTION

POSITION TITLE: NETWORK ADMINISTRATOR SUPPORT

DEPARTMENT: INFORMATION TECHNOLOGY

CLASSIFICATION:

UNION: NON-UNION

REPORTING RELATIONSHIPS

POSITION REPORTS TO: REGIONAL COORDINATOR IT INFRASTRUCTURE

POSITIONS SUPERVISED: NOT APPLICABLE

POSITION SUMMARY

Reporting to the Regional Coordinator, IT Infrastructure, the Network Administrator Support assists with building and implementing systems to facilitate information services for the Interlake-Eastern Regional Health Authority. This includes maintaining, and supporting all local and wide area network connections, corporate servers, associated software, and communication links. The Network Administrator Support along with other team members helps troubleshoot server performance issues.

The position of Network Administrator Support functions in a manner consistent with and supports the Mission, Vision and Values of the Interlake Eastern Regional Health Authority.

ESSENTIAL FUNCTIONS AND DUTIES

Function and duties include but are not limited to the following:

- Works closely with others maintaining the Interlake-Eastern RHA server systems.
- Recommend any improvement, modification, or replacement of server infrastructure components.
- Performs hands-on correction at the Desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.
- Uses established tracking system to log requests, monitors progress, tracks problem resolution, identifies patterns of failure, researches corrections required and implements solutions, and communicates with supervisor/manager regarding unresolved problems.
- Configures and troubleshoots servers and their associated operating systems and software when necessary.
- Assists with installation and configuration of server and storage hardware and equipment.
- Creates and maintains user accounts for access to Interlake-Eastern RHA Information systems.
- Work with vendors to resolve complex server problems.
- Maintains confidentiality with regard to the information being processed, stored or accessed by the servers.
- Participates in IT Department on-call rotation.
- Pursuant to the Regional Health Authority Act, Interlake- Eastern RHA is designated bilingual (English/ French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.

OTHER

- Performs other duties as required and/or assigned.
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QUALIFICATIONS

EDUCATION/CERTIFICATION:

- College diploma or university degree in the field of computer science or an equivalent combination of education and experience.

REQUIRED KNOWLEDGE:

- Strong knowledge of network management and analysis tools required.
- Knowledge of firewalls, intrusion detection systems, and other network security measures.
- Knowledge of applicable data privacy practices and laws.

EXPERIENCE REQUIRED:

- Minimum two (2) years' of related health care work experience required.
- Extensive hands-on technical knowledge of server management, data backup, Active Directory, Email protocols, and standards preferred.
- Experience working in a virtualized server environment.
- Extensive client/server and operating system experience with Microsoft and Linux.
- Hardware, software, and network connection troubleshooting.

SKILLS/COMPETENCIES:

- Able to conduct research into client/server issues and products required.
- Highly self-motivated and directed.
- Proven analytical and problem-solving abilities required.

- Ability to prioritize and execute tasks in a high-pressure environment required.
 - Demonstrated ability to function effectively as a member of a team.
 - Demonstrated effective communication skills, both verbal and written, with individuals and groups.
 - Demonstrated ability to adapt and apply knowledge/skills in a variety of environments across a variety of electronic systems and applications.
 - Evidence of ongoing professional development.
 - Demonstrated ability to work and make decisions both independently and interdependently.
 - Valid Class 5 Driver's License and access to vehicle required.
 - Given the cultural diversity of our region, the ability to communicate in more than one language would be considered an asset.
 - Proficiency of both official languages is essential for target and designated bilingual positions.
 - Completes and maintains a satisfactory pre-employment security check.
 - Satisfactory employment record.
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WORK CONDITIONS

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
 - Will be required to travel throughout the region as duties may require.
 - No hazardous or significantly unpleasant conditions.
 - All health care workers are required to be immunized as a condition of employment in accordance with the Interlake-Eastern RHA Policy GA-13-P-110 Required Immunizations for Health Care Workers.
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WORKPLACE SAFETY AND HEALTH

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring the adherence to Workplace Safety and Health regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules and follows recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.
- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems (WHMIS) and adheres to procedures for handling and storing controlled substances as described in the Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

PATIENT SAFETY

- Participates in and demonstrates an understanding of patient safety principles and practices into all day to day activities. Follows all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.

Created: _____
Date

Revised: September, 2018
Date

Approved by: _____ Date _____
Regional Manager/ Supervisor

Approved by: _____ Date _____
Vice President/ CEO

Reviewed by: _____ Date _____
Vice President, Human Resources

Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.