

JOB TITLE – ASSOCIATE IT SYSTEM ADMINISTRATOR

HOURS M-F: 8:00 AM - 5:00 PM

SUPERVISOR: Director of Information Technology

SALARY Commensurate with Experience

FULL TIME POSITION

POSITION DUTIES/RESPONSIBILITIES: Assist System Administrator in maintenance and configuration of servers with multiple operating systems - Microsoft Server 2012 and later, Linux (Ubuntu/IGEL), and Unix (IBM AIX). Assist System Administrator in implementation, maintenance, and upgrade of all IT systems – including but not limited to Epic EHR and Dental health record and all supporting systems. Assist System Administrator in the oversight of Microsoft Windows Active Directory with 700+ users and 1000+ workstations. Responsible for maintenance of systems when System Administrator is absent. Assist System Administrator in maintaining server hardware and software according to predetermined refresh cycles. Assist System Administrator with installation and upgrade of server hardware and software, on site and remote when necessary. Troubleshoot errors in various systems by running diagnostics and keep detailed documentation of changes and fixes. Assist the System Administrator in providing documentation and technical specifications to IT staff for planning and implementing new, or upgrades of, IT infrastructure. Work closely with IT Admin team to assess, monitor, and upgrade systems. Follow regular backup operations and appropriate processes for data protection, disaster recovery, and failover procedures as defined by the System Administrator and Director of IT. Routine communication with System Administrator, helpdesk support, and specialists regarding upcoming changes, outages, and solutions. This role will act as the intermediate tier between initial response and escalation to System Administrator.

REQUIRED EDUCATION, TECHNICAL TRAINING OR EQUIVALENT: Relevant job experience required. Associate or Bachelor Degree in IT or related field preferred. IT certifications in related field are a plus.

REQUIRED EXPERIENCE OR SKILLS: 1-3 years of network/system administration or similar experience. Customer service –oriented, working knowledge of automation, virtualization software, enterprise backup procedures, and enterprise storage including RAID, SANs, NAS, etc.

TO APPLY: Please visit our website at www.wacofamilymedicine.org and fill out an online application located under Careers.