

**Common Ground Health  
Job Posting**

**Position Title: Network Administrator**  
**Department: Research & Analytics**  
**Reports To: Information Technology Manager**  
**Classification: Full-time, Exempt**  
**Manages Others: No**  
**Posting date: December 11, 2017**

**Organizational setting:**

Founded in 1974, Common Ground Health is one of the nation's oldest and most effective regional health planning organizations. Located in Rochester's Neighborhood of the Arts, the nonprofit serves the nine-county Finger Lakes region. We bring together leaders from health care, education, business, government and other sectors to find common ground on health challenges. Using the region's most comprehensive health data, together we hammer out strategies for better care, smarter spending and healthier people. Through all of these activities, Common Ground Health seeks to promote population health improvement and reduce health care disparities in the Finger Lakes region.

**General Purpose:**

The Network Administrator assists the IT Manager in the support and administration of the agency's computer and network systems. The position will be the primary contact for all desktop support and will assist with all network maintenance activities, backups, anti-virus, asset scanning, patching, and security auditing as set forth in agency IT standards and policies. Cross-departmental cooperation is expected and may include website and multimedia meeting support, as well as other opportunities as identified by the Network Administrator or IT Manager.

The Network Administrator will provide the highest levels of proactive end-user support with an emphasis on continual service improvement. The Network Administrator will demonstrate a commitment to the mission, vision and values of Common Ground Health.

**Responsibilities/Accountabilities:**

***Desktop Support***

- Triage, troubleshoot and resolve end-user technology issues
- Provide meeting support and end-user training for agency conference room technologies
- Document and track all issues through the agency help desk ticketing system
- Upgrade and replace end-user equipment as dictated by the agency's technology lifecycle policy
- Provide operating system and application training to end-users

***Network Administration***

- Assist with network and infrastructure maintenance plans, including:
  - All desktop, server and infrastructure patches and upgrades
  - Monitor and troubleshoot all backups for successful completion
  - Monitor and remediate all virus activity
- Participate in IT change control processes to manage risk
- Assist with agency IT security compliance and auditing
- Complete access change requests for user accounts and network resources
- Participate in the annual IT Disaster Recovery and Incident Response drills
- Monitor agency infrastructure for availability and capacity
- Administer Office365 applications (Exchange, OneDrive, SharePoint)

**Competencies:**

- Critical thinking and the ability to quickly troubleshoot technical issues on short notice and with significant pressure to perform

- Excellent written and verbal communication skills including the ability to develop technical training documents for non-technical staff
- The ability to work effectively on multiple complex projects simultaneously and maintain flexibility to adapt to a changing environment
- A customer service orientation and approach to the management of technical issues as they arise

**Minimum Qualifications:**

- Only candidates with demonstrated exceptional customer service will be considered
- Bachelor's degree or equivalent experience in information technology
- Four years' experience with computer and network systems administration
- Experience working with diverse groups of people across all organizational levels
- Experience supporting the following technologies/products:
  - Microsoft Windows 10 and Server 2012R2 operating systems
  - Microsoft Office 2013 and 2016 application suites
  - Web conferencing software such as GoTo Meeting and in-room technology
  - Desktop imaging using Windows Deployment Server or similar tool
  - Backups and restores in a virtual environment
  - VMWare ESXI 6.X
  - OpManager or similar network monitoring product
  - Desktop Central or similar endpoint management product
  - ESET Anti-Virus or similar product
  - AlienVault or similar security vulnerability management tool
  - ServiceDesk Plus or similar help desk product

**Other Desired Skills:**

- Cisco Firepower and two-factor authentication
- Website migration and content management
- Salesforce support
- HelpDesk software workflow and form development

**Hours of Employment:**

- 37.5 hours per week, Monday - Friday, standard business hours.

**Physical Requirements:**

- Ability and willingness to travel locally, as needed. Sits for long periods. Works long hours on a computer. Uses a keyboard. Reads printed materials or from a computer monitor
- Occasionally required to climb or balance; and stoop, kneel, crouch or crawl and occasionally lift and/or move up to 25 pounds
- In support of the Americans with Disabilities Act, this job description lists only those requirements and qualifications deemed essential to the position

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Please send resume, cover letter and salary requirements to:  
[employment@commongroundhealth.org](mailto:employment@commongroundhealth.org)