



**Job Title:** Systems Administrator

**Reports to:** IT Manager

**FLSA Status:** Exempt

The System Administrator will support the delivery of technology to help our business reach and succeed with consumers. The System Administrator must be eager to use and grow his or her technological skills. In this role, the successful individual will protect our critical information, systems, and assets, build solutions, implement new software and hardware, provide training, and assist in the development of an overall IT strategy.

### **Job Responsibilities**

- Maintain confidentiality with respect to HIPAA guidelines
- Provide technical support for both hardware and software issues our users encounter
- Manage the configuration and operation of client-based computer operating systems
- Monitor the system daily and respond immediately to security or usability concerns
- Respond to and resolve help desk requests
- Upgrade systems and processes as required for enhanced functionality and security issue resolution
- Administrate infrastructure, including firewalls, databases, malware protection software and other processes
- Perform server administration tasks, including user/group administration, security permissions, group policies, print services, research event log warnings and errors, and resource monitoring, ensuring system architecture components work together seamlessly
- Monitor datacenter health using preexisting management tools and respond to hardware issues as they arise; help build, test, and maintain new servers as needed
- Maintain internal infrastructure requirements including, laptop and desktop computers, servers, routers, switches, firewalls, printers, phones, security updates; support internet, intranet, LANs, WANs, and network segments
- Interact with the help desk and other teams to assist in troubleshooting, identify root cause, and provide technical support when needed
- Perform routine/scheduled audits of the systems
- Review application logs
- Install and test computer-related equipment
- Incident Management
- Exchange/O365 Admin
- CDW Ordering Admin
- General IT Equipment Purchaser
- Phone Admin
- 1<sup>st</sup> level IT support
- Service Desk Operator

*Advanced Medical Pricing Solutions (AMPS) provides market leading healthcare cost containment services for self-funded employers, public entities, brokers, TPAs, payers and many other entities. As we continue to grow, we look for driven professionals who share our core values. We take a "one team" approach to keeping clients satisfied and engaged with our products and services for the long-term.*



- Jira Admin
- Zoho Admin
- 1<sup>st</sup> Level Hardware Support
- Network Support
- Server Support
- New Hire prep (Accounts/Equipment)
- Separation support (Accounts/Equipment)

### **Skills and Abilities**

- Ability to respond to help desk requests after hours on a limited basis
- Professional, self-starter.
- Excellent work ethic.
- Ability to work in a fast-paced environment with changing priorities.
- Ability to perform under pressure.
- Must be detail oriented with strong communication and organizational skills.
- Proficient with Microsoft Office Suite (Word, Excel, Power Point). Professional with ability to properly handle confidential information. Ability to work well independently and in a team environment.
- Ability to handle multiple tasks, prioritize and meet deadlines. Excellent written and verbal communication skills.
- Must have ability to positively handle/manage stress, such as high work volume and frequent change.
- Must have flexibility and willingness to participate in the work processes of an organization, including conference calls scheduled to accommodate global time zone

### **Qualifications**

- Bachelor's degree in Information Technology or Computer Science
- 2 - 4 years' experience in a Systems Administration role
- Advanced knowledge of system vulnerabilities and security issues

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