**POSITION TITLE:** IT/Network Administrator I  
**DIRECT SUPERVISOR:**  Performance Improvement Manager  
**DEGREE OF SUPERVISION:** Meets with supervisor on an ongoing basis  
**POSITIONS SUPERVISED:** None

1. **Overview of Position**

The Systems Administrator I will provide support and assistance to the IT Department, assisting with end user support, help desk tickets, and troubleshooting hardware and software issues for users. Responds to telephone, email and on-line requests for technical support. Documents, tracks, and monitors the problem using applicable systems and tools. Coordinates with other teams or specialists to resolve an issue. Works independently within established procedures associated with the specific job function.

1. **Essential Job Functions / Responsibilities**
   1. Adheres to agency policies and procedures.
   2. Reports to the supervisor on an ongoing basis.
   3. Attends department and staff meetings and other agency functions as required.
   4. Assists management and other staff as necessary.
   5. Advises and informs supervisor of matter regarding Information Technology (IT).
   6. Maintains IT policies and procedures.
   7. Escalates problems, when required, to the appropriate technician or vendor.
   8. Prioritizes and schedules with staff to address problems either remotely or in person. Addresses emergency issues immediately.
   9. Provides support to end users for computer, application, system, device, access and hardware issues.
   10. Tests fixes to ensure problems have been adequately resolved. Perform post-resolution follow-ups.
   11. Reports violations and potential security risks and misuse of client Person Health Information (PHI) immediately to supervisor.
   12. Setsup/replaces user workstations and phones.
   13. Supports the Windows Server environment including, Active Directory user/computer management, and Group Policy administration.
   14. Monitors Hyper V virtual servers and works with the IT Team on any issues that arise.
   15. Monitors Bitdefender Antivirus for risks and maintains updated agents/policies.
   16. Monitors Unifi wireless and configures new access points as needed.
   17. Manages Barracuda email filter whitelist and monitors for email-based attacks.
   18. Utilizes Cisco Meraki and Apple Business Manager for employee cell phone administration.
   19. Troubleshoots hardware and software issues for users.
   20. Responds to telephone, email and online requests for technical support.
   21. Documents, tracks and monitors problems using applicable systems and tools.
   22. All other duties as assigned.
2. **Interpersonal Competencies**
   1. Seeks resources for direction when necessary.
   2. Demonstrates honest and respectful communication with both co-workers and clients in order to optimize a trauma informed care environment which includes emotional, psychological, and physical safety.
   3. Practices within legal and ethical guidelines established by OMHAS, COA, CommQuest Services, and other applicable licensing/credentialing bodies.
   4. Works collaboratively with other professions, departments, agencies, client collaterals, and community entities to ensure the client and agency’s needs are met.
   5. Utilizes supervision, peer input, and ongoing training/education to improve competencies, and provides CommQuest with documentation to substantiate ongoing training/education.
   6. Promptly reports and documents any critical or unusual incidents.
   7. Performs actions that demonstrate accountability and good judgment in emergency situations.
   8. Demonstrates through behaviors a core belief/value in the fundamental equality of all human beings.
3. **Global Competency Areas**
   1. Maintains current certification in CPR/First Aid.
   2. Must be trained and certified in Non-Violent Crisis Intervention training.
   3. Demonstrates knowledge of HIPAA and Federal Confidentiality Law.
   4. Demonstrates commitment to professional growth as evidenced by attendance at staff meetings and in-services.
   5. Demonstrates ability to recognize possible signs of abuse and neglect of minors/elders/handicapped as evidenced by reports to supervisors.
   6. Demonstrates knowledge of basic infection control procedures as evidenced in post test score.
   7. Demonstrates competency in responding during agency fire drills, as evidenced in the written reports of actual fire drills or actual fires.
   8. Demonstrates understanding of agency disaster protocols.
4. **Minimum Qualifications**

Minimum of a high school diploma or GED equivalent is required. Associate’s degree in Information Technology or related field is highly preferred. Minimum of 3 or more years’ experience in an IT position may be substituted for a degree. Previous knowledge of Windows servers, Active Directory and Group Policies. Exposure to Hyper V for virtualized servers or VMWare as a substitute. Knowledge of Powershell and other scripting for IT automation is a plus. Must have experience with Windows 10, Office 365, and Bitlocker. Must have the ability to work independently and as part of a team. Must have the ability to work independently, identifying problems and troubleshooting systems. Requires the ability to lift, bend, stand, and sit for extended periods as required to complete cleaning and light maintenance services related to IT needs. Must have the ability to communicate with supervisors and personnel agency-wide. Must be willing to travel to other sites as needed and directed by a Supervisor. Travel includes, but is not limited to, sites in Canton, Massillon, and Alliance areas. May occasionally require “on-call” hours in evenings and on weekends, when network issues arise.

**NON-EXEMPT EMPLOYEE / HOURLY**

This position description was reviewed and determined to be appropriate for the position.

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Reviewed By (Supervisor/HR) Date

My signature is verification that this Position Description has been reviewed with me and I have received a copy for my records.

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Employee Signature Date

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Employee Printed Name

*We are an equal opportunity employer. All applicants will be considered for employment without attention to age, race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.*