

Position Title: System Administrator  
Reports to: Associate Director

Overview: This position acts as information technology support, oversees the health of the electronic health records system, ensures all systems are up to date and in proper working order in compliance with HIPPA regulations. The I.T. Manager will act as a resource for staff I.T. needs. This position will hold a comprehensive understanding of electronic HIPPA compliance.

Educational Requirements: High School Diploma (or equivalent) plus experience and/or certified in a variety of Information Technology systems.

---

Information Technology Manager:

- ✓ Oversees the Electronic Health Records system
- ✓ Assists staff in trouble-shooting computer issues.
- ✓ Keeps security systems up to date. Ensures all systems are HIPPA compliant.
- ✓ Liaison for computer equipment needs
- ✓ Procurement and configuration of users computers and accounts
- ✓ Establish meaningful tools/instruments to evaluate and share results of our work.
- ✓ Help desk for end-users I.T. needs. Including but not limited to E.H.R., hardware, email, phone etc
- ✓ Responsible for working with all I.T. vendors to ensure overall system health including but not limited to server monitoring, network & phone equipment
- ✓ Maintenance of all users in I.T. Systems.
- ✓ Responsible to train staff on I.T. systems
- ✓ Work closely with the Quality Assurance Administrator to ensure I.T. needs are met for staff and billing purposes
- ✓ Responsible for creative front-line solutions for I.T. needs as they arise to meet business needs
- ✓ Run reports as needed for data reporting

**Required Skills**

- ✓ Ability to see areas of I.T. needs and implement creative solutions
- ✓ Preferred experience with Electronic Health Records system
- ✓ Extensive knowledge of Office 365 (and all applications)
- ✓ Experience in Cloud-based computing
- ✓ Management of Active Directory (onsite and AD Synch)
- ✓ Comprehensive knowledge of installing and troubleshooting Microsoft Windows
- ✓ Comfortable with training a variety of individuals.

**Physical Demands:**

- ✓ This is primarily sedentary work that requires the ability to remain in a stationary position while consistently operating a computer
- ✓ Must be able to occasionally move about the inside of the office to access office machinery and will have to position self to maintain computers, including under the desk and in the server closet.
- ✓ Frequent communication with variety of staff