Winslow Indian Health Care Center
Job Vacancy Announcement #WDH-18-115

WIHCC
Hózhóójí dóó k'é

POSITION TITLE: Information Technology Network Specialist II   **CLOSING DATE: Open until filled**

Position Summary:

Under general supervision of the Director of IT, provides technical expertise needed to support daily operations of WIHCCs strategic and preventative networking capabilities; provides voice and data networking, which includes, but not limited to hardware, software, premise infrastructure, and server infrastructure. Provides PC customer support, assistance, and training to end users; collaborates with Director of IT to implement network architecture, design and changes; and supports the Director of IT in all networking issues relating to the Corporate and Departmental mission requirements. Serves as the backup to the Network Administrator. Uphold the principles of WIHCC's Vision, Mission, and Value Statements. Maintains confidentiality of all privileged information at all times.
This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.

Essential Duties & Responsibilities:

- Maintains regular attendance and punctuality.
- Works closely with Network Administrator in helping maintain networks stability, function, operation and security ensuring compliance with IT industry and healthcare standards.
- Performs daily monitoring of network equipment (routers, switches, access points, and firewalls), equipment room temperatures, LAN links, and WAN links; performs adds, removes, and changes to network switches as needed; responsible for IP addresses, both public and private.
- Performs daily monitoring of Windows Server and Linux Server resources, including disk space, services, network connections, and log files. Performs monthly operating system updates to both Windows and Linux servers, and emergency security updates when required.
- Maintains and updates Active Directory Domain and its group policy.
- Provides Microsoft Exchange e-mail system support service.
- Monitors and troubleshoots network performance and security issues.
- Manages the network data backup systems, including tape libraries, virtual tape libraries, and direct disk storage.
- Handles the Storage Area Networks, Network Attached Storage, and fiber channel switches.
- Supports the Radiology and Cardiology departments in archiving and sending digital radiographs, ultrasounds, CT scans, and echo cardio grams to necessary providers, utilizing ERH Vista Imaging and the DICOM standard.
- Supports the Dental department's Dentrix Enterprise package, including maintaining the underlying server's operating system, and the imaging software and hardware.
- Documents all design, layout, and procedures of the network in a current and accurate manner.
- Maintains network infrastructure hardware firmware at acceptable security levels, ensuring stability is not sacrificed over new features.
- Assists in ensuring 24/7 availability of services and infrastructure, including weekend and Holiday coverage. Respond to after-hours emergencies and lead the mitigation and resolution processes.
- Provides employee access to the network by VPN, email, file share and domain.
- Monitors and audits the health and availability of WIHCC networks, including satellite clinics.
- Installs, configures, and maintains software packages to aid in monitoring, and recording of network and server monitoring.
- Builds, installs, configures, troubleshoots and maintains customer hardware and software according to departmental protocols.
- Ensure the accurate and up-to-date inventory of IT equipment.
- Generates and provides report(s) to Director of IT as schedule or as required.
- Records, documents, tracks, archives in an easily accessible manner work activities relating to data, file, hardware, software, incidents, and information.
- Assists the IT Director with policies and procedures according to IT industry and healthcare accreditation standards.
- Makes recommendations, collaborates and participates in IT audits, security assessment, and internal audits of files, information, software and data to ensure highest level of data and information protection and minimize IT security threats for the WIHCC organization.
- Provides support for PCs, laptops, printers, scanners and faxes.
- Keeps work area clean and organized; cleans and properly secures and stores IT equipment.

- Attends and participates in company meetings, lectures and in-services.
- Upholds all principles of confidentiality and patient care to the fullest extent.
- Adheres to all professional and ethical behavior standards of the healthcare industry.
- Adheres to WIHCCs Personnel Policies and Procedures, departmental policies, rules, and regulations.
- Interacts in an honest, trustworthy and dependable manner with patients, employees, visitors, and vendors.
- Researches, develops, and implements new technologies and best practices.
- Possesses cultural awareness and sensitivity.
- Maintains compliance with all Human Resources requirements.
- Performs other duties as assigned.

Minimum Qualifications:

Associate of Science Degree in Computer Science required. Bachelor of Science Degree in Computer Science or related field or equivalent experience is preferred. Five years' experience with network administration required. Bilingual skills in English and Navajo language preferred. Must maintain a valid unrestricted and insurable driver's license. Must successfully pass a background investigation and maintain suitable requirements for a Child Care position. This position is considered as a Child Care position, which requires a satisfactory background check investigation and is subject to the requirements of the Indian Child Protection and Family Violence Prevention Act, as amended (henceforth referred as the ICPFVP Act).

Knowledge, Skills, Ability:

- Knowledge of the following operating systems: Windows Desktops, Windows Server, Linux Desktops (Ubuntu, Debian, Fedora), Linux Servers (Debian, Redhat, CentOS), Apple OS X (10.6+).
- Knowledge of Microsoft SQL Server, and MySQL database programs.
- Knowledge of fault tolerant and highly available system concepts including RAID, multi-pathing, and link bonding.
- Knowledge of IBM blade center systems, including FC and LAN modules.
- Knowledge of Xiotech SAN systems, Symantec Netbackup systems, Cisco IOS, NX-OS, and ASA operating systems and VPN systems especially Cisco Client VPNs, Point-to-Point IPSEC, and open vpn.
- Knowledge of industry standard networking concepts.
- Knowledge of strong work ethics in the workplace.
- Knowledge of basic application of confidentiality.
- Knowledge of basic computer skills, e.g. Outlook, Word, Excel, PowerPoint.
- Ability to design, configure, and place into production, servers, routers, firewalls, access points, and switches to create a working LAN/WAN within industry standards.
- Ability to work independently and within a team.
- Ability to manage time and meet deadlines.
- Ability to be dependable in attendance and job performance.
- Ability to meet attendance, overtime (if necessary), and other reliability requirements of the job.
- Ability to accept and learn from feedback.
- Ability to communicate effectively both verbally and in writing.
- Ability to provide exemplary customer service at all times.
- Ability to interact positively with others and possess great interpersonal skills.
- Ability to multitask and perform well under pressure.
- Ability to have self-confidence.
- Ability to be a great team player.
- Ability to accept and learn from supervisor/peer critique.
- Ability to be flexible and adaptable to the changing needs of the organization.

Physical Demands:

While performing the duties of this job, the employee regularly is required to walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand; climb or balance; and stoop, kneel, crouch, or crawl. The employee frequently is required to taste or smell. The employee must occasionally lift and/or move up to 50 pounds.

Work Environment:

Work is performed in an office setting or outdoor work environment with a moderate noise level. Work environment may involve exposure to physical risks, such as blood borne pathogens and operating dangerous equipment or working with chemicals. Evening and/or weekend work may be required. Extended hours and irregular shifts may be required.

As required by P.L. 93-638, absolute preference will be given to qualified Navajo applicants. If there is no qualified Navajo applicant, preference will be given to qualified American Indian applicants.