



Job Code: 1114
Grade: 23-A1276
HCWR: N

Job Title
Systems Analyst V (Server)

Department
Hospital Information Systems

Job Summary

The Systems Analyst V-Server is responsible for configuring and maintaining server/network systems and for providing Level II and Level III technical support within a complex healthcare provider system. Serves as subject matter expert.

Typical Duties

- Supports and troubleshoots numerous software and hardware solutions from HP, Cisco Systems,
- NetApp, Dell-Wyse, VMware, enterprise NAS and SAN storage solutions, Microsoft Citrix, and additional storage technology standards.
- Oversees the completion of projects, system enhancements, application of vendor upgrades and some application support.
- Provides management, administration and system support for various healthcare and financial application systems.
- Evaluates and recommends changes to current and future network server requirements to meet organizational needs.
- Installs, configures, and manages Active Directory, Group Policies and user and computer account management.
- Creates and provides detailed written documents on all systems and support processes.
- Serves as a lead and trains and supports new personnel on servers, network and hardware and software solutions.
- Assists with disaster recovery planning and set up.
- Performs other duties as assigned.

Minimum Qualifications

- A high school diploma or G.E.D. is required.
- Nine (9) years of work experience in Windows Active Directory and group policy management; OR a bachelor's degree and five years of work experience in Windows Active Directory and group policy management is required.
- OS support and troubleshooting experience with Windows Operating Systems is required.
- Citrix experience is required.
- Microsoft Office Exchange or other Enterprise Email System experience is required.
- Symantec NetBackup and IBM TSM backup or other Enterprise Backup product experience is required.

Preferred Qualifications

- Bachelor's or higher-level Degree in Public Health Computer Science or
- Management Information Systems is preferred.
- Microsoft Certified System Engineer (MCSE) certification is preferred.



Knowledge, Skills, Abilities and Other Characteristics

- In-depth knowledge of MS Office 365 solution or any other Enterprise Mail Solution. Subject matter expert.
- Knowledge of MS PowerShell.
- In-depth knowledge of patient care/clinical delivery systems preferably those used by the Cook County health and Hospitals System.
- In-depth knowledge System Center Configuration Manager 2012.
- In-depth knowledge and advanced technical skills in managing/administrating a large Citrix/Infrastructure.
- Advanced skills in Microsoft Windows Server 2008 and 2012.
- Advanced skills in Active Directory, Windows Networking and Group Policy Management.
- Excellent interpersonal skills necessary to mentor junior staff and foster collaboration among co-workers.
- Excellent customer service skills with a strong response time to phone calls and emails and customer requests.
- Strong training skills.
- Ability to multi-task and meet deadlines in a fast paced and stressful environment.
- Ability to adhere to department policies and standards utilizing best practices.
- Ability to prioritize, plan, and organize projects and tasks.
- Attention to detail.
- Ability to make sound judgments.
- Ability to work independently with minimal supervision.
- Strong initiative.

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, “Typical Duties” are essential job functions.