

NORTH CENTRAL BEHAVIORAL HEALTH SYSTEMS, INC.

POSITION DESCRIPTION

POSITION:	IS Manager
CLASSIFICATION:	3
DEPARTMENT:	Information Systems
STATUS:	Exempt
LOCATION:	LaSalle – Primary (may involve occasional travel to other NCBHS offices)
HOURS:	Standard Business Operation Hours
IMMEDIATE SUPERVISOR:	VP/Chief Operating Officer
START DATE:	February 2019

Position Summary:

This IT position will be responsible for the direct management of the agency's computer related activities. The IT Manager will be responsible for assuring the Network is appropriately managed and controlled. The manager will oversee all computer operations and NCBHS' Local Area Network (LAN) and Wide Area Network (WAN). The Network Administrator will design, implement and support technical solutions that ensure appropriate availability, performance, and recovery operations for a multi-use computing environment. This position will perform a variety of maintenance, evaluation, installation and training tasks to ensure LAN/WAN performance meets the agency and user requirements. The Network Administrator will maintain the IT Department resources and infrastructure in accordance with organization policies and goals. Ensures proper functioning of agency's information processing system and phone system and makes upgrades as necessary. Helps agency's operations utilize information systems to improve efficiency and keeps computer equipment, hardware, and software updated to meet organizational needs.

Qualifications:

- Associates Degree or above is required.
- 2-3 years minimum experience in the installation and maintenance of network systems is preferred.
- Strong administration skills in maintaining and supporting Microsoft Windows Server 2000/2008/2012, Exchange Server 2010, VMware ESXi and MS SQL Server 2005/2008.
- Experience in managing and monitoring network security through firewall, router, switch configuration and Active Directory.

- Strong understanding of Domain Administration for managing user accounts, and management of domain name systems (DNS) and dynamic host configuration protocol (DHCP) settings.
- Experience in managing and supporting Firewall Administration.
- Experience with configuration and troubleshooting of Virtual Private Networks (VPNs)
- Experience with Untangle firewall, Ubiquiti wireless access points and Mikrotik routers, switches and wireless hardware
- Experience with Anasazi EMR a plus
- Knowledge and understanding of and ability to develop documentation.
- Ability to work cooperatively with others.
- Ability to adapt to change in work or assignments.

Major Responsibilities:

- * Support and maintain the network and ensure network connectivity
- * Maintenance of firewall, routers, wireless networks and switches.
- * Recommend and implement network policies and standards.
- * Manage Remote Desktop Services Farm and ensure availability to remote users.
- * Manage permissions, alerts, disk utilization and monitoring.
- * Serves as an internal auditor for security issues including monitoring compliance with IT security policies and procedures.
- * Reviews and updates the IT Disaster Recovery Plan.
- * Diagnose and troubleshoot network problems.
- * Monitor network performance.
- * Configure and maintain Polycom and Zoom Videoconferencing equipment
- * Assist in troubleshooting user problems received through help desk support.
- * Perform routine system tasks.
- * Instruct users how to properly use computer hardware and software.
- * Maintain and monitor NCBHS Computer Lab.
- * Install and configure new hardware and software on the network.
- * Documentation of hardware and software specifications and policy and procedures.
- * Support and implement the agency's organizational and clinical policies and procedures.
- * Participates in regular agency meetings, supervision, and training as determined

The above statements reflect the general duties considered to describe the principal functions of the position identified, and shall not be considered as detailed description of all the work requirements that may be inherent in the position.

Essential Job Functions:

The major responsibilities preceded with asterisks are considered essential job functions.

If you are interested in this position, please send application/resume to: hr@ncbhs.org or mail to NCBHS, PO Box 1488, LaSalle, IL 61301.