



**North Eastman Health Association Inc.  
Job Description**

**Information Systems  
Network Administrator**

**Position Summary**

Reporting to the Director of Information Systems Services, the incumbent is responsible for the development, implementation and security of the network architecture for the Health Region. In addition the incumbent exercises initiative in carrying out tasks and demonstrates sound judgment in determining the methods to apply to the tasks.

The incumbent has full access to all computer hardware and databases, including Human Resources, personnel, benefits, administration, finance and budgeting, e-mail, etc. and therefore must adhere to strict confidentiality policies and procedures involving confidential electronic information.

Information Systems Services assists employees of NEHA in their ongoing efforts to computerize by providing assistance in equipment acquisition, technical support and ensuring all digital data in databases are backed up and secured.

The Information Systems Network Administrator will carry out their duties and responsibilities in a manner consistent with NEHA's Mission, Vision and Values, policies and procedures.

**Reports to:** Information System Services Director

**Union:** Non- Union

**Qualifications:**

Education and Experience

- Completion of Grade 12 or equivalent.
- Diploma/Degree in the field of Computer Science, or Computer Engineering.
- Minimum of three years experience configuring Windows desktop and server operating systems.
- Minimum of three years experience providing customer support in a large network environment.
- Experience in the provision of basic end user training related to network access and operations.
- Knowledge of switch technology and IP networks.
- Knowledge of proxy servers, firewalls, terminal servers and VPN communications.

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- Province of Manitoba Class 5 Driver's License and access to a personal vehicle.
  - Demonstrated flexibility to facilitate changes in techniques and procedures.
  - Experience in healthcare environment preferred.

Knowledge, Skills and Abilities

- Demonstrated oral and written communication skills.
- Demonstrated organizational skills.
- Demonstrated analytical and problem solving skills.
- Ability to organize and document procedural routines.
- Ability to work independently as well as in a team based working environment.
- Builds and maintains professional working relationships with management and staff within the Region and appropriate outside vendors and agencies.

**Duties and Responsibilities:**

1. Collects information (system log, backup log) to analyze and evaluate NEHA's information systems.
2. Maintains security and confidentiality with regard to the information processed, stored or accessed by the network, such as data backup, system backup, user logon, store media, traffic encryption, and VPN.
3. Researches new products and technology to determine feasibility, cost, time required, and compatibility with current system, and recommend hardware and software development, purchase, and use.
4. Plans, installs, configures, troubleshoots, maintains and upgrades hardware and software of the information system.
5. Troubleshoots and resolves hardware, software, and connectivity problems; including user access and component configuration, as backup resource.
6. Records and maintains hardware and software inventory and licenses.
7. Acts as backup resource for desktop and peripheral installation, configuration and upgrades.
8. Works with other team members as well as vendor/suppliers on other technical matters, such as evaluation and troubleshooting.



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	Supervisor/ Manager	Date
Approved by:	_____	_____
	CEO	Date
Reviewed by:	_____	_____
	Director, Human Resources	Date