

POSITION DESCRIPTION

Classification:	Systems Administrator
Department:	Information Technology
Location:	Murray County Medical Center
Reports to:	CIO
FSLA Classification:	Salaried Exempt

The Systems Administrator is responsible for the implementation, maintenance, security, and performance of all clinical and business information systems within the healthcare organization. This role ensures high availability, reliability, and integrity of electronic health records (EHR), clinical applications, servers, and network infrastructure. The Systems Administrator collaborates closely with other IT staff, leadership, and vendors to support safe, compliant, and efficient delivery of technical services.

Key Responsibilities

Systems Administration & Maintenance

- Manage, configure, and maintain servers, virtual environments, storage systems, and healthcare applications.
- Administer and support user-facing software and network environments.
- Monitor system performance, availability, integrity, and capacity; troubleshoot system issues proactively.
- Perform routine updates, patches, and upgrades to minimize downtime.

Security & Compliance

- Participate in regular security reviews, vulnerability assessments, and risk mitigation strategies.
- Maintain audit logs, incident reports, and documentation.

User Support & Training

- Provide technical support to clinical and administrative users when necessary, ensuring rapid resolution of system-related issues.
- Participate in clinical technology planning and support onsite staff during go-lives or upgrades.

Project Management & Collaboration

- Support IT and clinical system projects from conception to implementation.
- Collaborate with cross-functional teams to optimize technology that supports patient care and operational efficiency.
- Manage vendor relationships and escalations for system-related issues.

Data Management & Reporting

- Oversee backups, disaster recovery planning, and business continuity procedures.

- Assist in generating system reports, analytics, and dashboards for operational and clinical leadership.
- Ensure data integrity, accuracy, and accessibility across platforms.

Qualifications

Education & Experience

- 3–5 years of systems administration experience OR
- Associate or Bachelor's degree in Information Technology, Computer Science, or Healthcare Informatics OR
- CompTIA A+, Network+, or Security+ Certification
- Experience with EHR/EMR systems preferred
- Experience with virtualization technologies, Windows, and Linux environments

Technical Skills

- Strong understanding of networking, firewalls, Active Directory, and security protocols.
- Knowledge of database administration (SQL), backup solutions, and storage systems.
- Familiarity with healthcare interoperability standards such as HL7, FHIR, and DICOM.
- Proficiency with cloud platforms is a plus.

Competencies

- Strong troubleshooting, analytical, and problem-solving skills.
- Excellent communication and customer service abilities.
- Ability to work independently and collaboratively in a demanding clinical environment.
- Strong attention to detail and organizational skills.

Physical & Work Requirements

- Ability to lift up to 70 lbs. and perform occasional equipment installations.
- On-call rotation required for after-hours support.
- Standard office and clinical environment exposure.

Key Performance Indicators

The Systems Administrator will be evaluated on the following performance measures:

- Resolve 90% or more of assigned support tickets within established SLA requirements. (Estimated 10-20 tickets per week.)
- Apply critical security patches within 72 hours of release.
- Reduce recurring manual administrative activities through automation or other process improvement methodologies. (Annual improvement.)
- Maintain accurate and current system and process documentation for work performed. (Annual improvement.)
- Contribution to departmental Performance Improvement Project. (Quarterly improvement.)