



NETWORK ADMINISTRATOR

Job Requisition # **21-0080**
Location: **Riverside Health Center**
Application Deadline: **Until Filled**

Hours per Week: **40**
Status: **FT (1.0 FTE)**
Benefit Eligible: **Yes**

All people share a powerful need for the basic necessities of a good life and a place that understands that good health starts with a caring touch and a kind word. For over 50 years, the Community Health Centers of Burlington (CHCB) has provided access to high quality health care regardless of financial status or life circumstance. We strive to improve the health of all within the communities we serve in an environment that conveys respect, offers support, and encourages people to be actively involved in their own health care. CHCB is an innovative Federally Qualified Health Center with eight sites throughout Chittenden County and southern Grand Isle County. We are an Equal Opportunity Employer.

Position Purpose:

The Network Administrator role assists with maintaining and upgrading various network and server products. Ensures that network and server based issues are resolved in a timely manner. This includes the responsibility of maintaining all procedures related to the identification, prioritization, and resolution of end user help requests, including the monitoring and tracking of network devices. The Network Administrator will also contribute to problem resolution by giving in-person, hands-on support to end users at the desktop level.

Responsibilities

- Monitor network baselines and work with IT staff to address anomalies
- Manage the processing of incoming tickets to the Help Desk via both telephone and e-mail to ensure courteous, timely, and effective resolution of end user issues.
- Coordinate and/or perform hands-on fixes at the desktop and network level, including installing and upgrading software & hardware, implementing file backups, and configuring systems and applications.
- Track and analyze trends in Help Desk requests and generate statistical reports.
- Design and enforce request handling and escalation policies and procedures
- Collaborate with the IT team to create, maintain or modify departmental procedures
- Assist in the development and dissemination of knowledge base articles, usage guides, and FAQ lists for end users.
- Collaborate with all departments to complete projects that will improve workflows

Position Requirements

- Proficiency managing Windows 2016 & 2019 servers in a domain environment
- Experience Managing and upgrading a VMware vSphere and Horizon environment
- Experienced working with Microsoft Group Policy, DNS, and multi-site network environment
- Experience in a windows database server environment
- Ability to create and maintain network diagrams
- Hands on Experience troubleshooting VPN and internet connections
- Experience with managing an on premise SharePoint server
- Experience with managing an on premise Exchange server
- Ability to document and complete projects.
- Exceptional interpersonal skills, with a focus on listening and questioning skills.
- Strong documentation skills.

Formal Education

- Bachelor's degree in computer related field, CompTIA A+, Network+, Security+, Server+, Project+

To apply for this position, please send a resume and cover letter to: HR@CHCB.org
The Human Resources Department will contact applicants who have been chosen to continue through the applicant selection process.

Learn More! See our Website at www.chcb.org/careers/positions-available