



POSITION DESCRIPTION

IT Network & Security Administrator

Reports to: Director of IT

Position Status: Non-Exempt

Supervises: No one

Effective Date: 7/26/23

GENERAL SUMMARY

The IT Network & Security Administrator is responsible for NKC infrastructure systems, including LAN, WAN, servers, Azure, and security (Monitoring, identification, evaluation, mitigation, and reporting), ensuring they are operational. Performs ongoing maintenance and development of the systems. The role provides support, analysis, and guidance for hardware and software configurations and network security devices, including firewalls, intrusion detection systems, and network traffic analyzers. In addition, the role includes responding, troubleshooting, and resolving incidents, as well as infrastructure hardware provisioning/ support, software provisioning/support, change control, access management, knowledge base articles, documentation, and IT initiatives and projects.

DUTIES AND RESPONSIBILITIES

1. Provides tier 3 support for IT Service Lead and IT Tech Support Specialist I & II.
2. Assists with troubleshooting issues arising from daily monitoring and operations checks, including (but not limited to) system monitoring, Anti-Virus, e-mail, and hardware.
3. Completes equipment installations, including loading software and running diagnostic tests to verify that the hardware/software works properly.
4. Performs and directs routine systems analyses of installed systems and networks to assess performance and determine growth needs, as necessary.
5. Develops and manages network management controls and ensures that corrective action is taken, as necessary.
6. Oversees the creation and maintenance of documentation of existing infrastructure management procedures and operating methods.
7. Provides management and administration of the virtual environment.
8. Completes and ensures firewall maintenance and upgrades.
9. Troubleshoots and resolves network problems.
10. Optimizes service and network performance to maximize network availability.

11. Provides overview of data backup and restores on all systems.
12. Monitors the assigned queue for tickets and resolves them.
13. Works to ensure the department meets the IT SLAs for continued customer service.
14. Assists with developing and implementing IT policies, SOPs, and guidelines.
15. Contributes to and takes responsibility for aspects of IT department systems and infrastructure projects, including security.
16. Assists with selecting IT hardware/software according to approved clinic standards.
17. Conducts performance evaluations and recommends necessary adjustments to the infrastructure environments to ensure peak performance.
18. Consults with clinic department personnel to explore IT needs, identify, and define user dissatisfaction areas, and related user needs and concerns to appropriate IT management personnel for further action/resolution.
19. Contributes to cost optimization and operational improvements by optimizing installed systems.
20. Maintains network devices, servers, and network topography inventory.
21. Travels to NKC locations to provide on-site project support and assist NKC users.
22. Performs all other duties and responsibilities, including cross-training within the department.

Security

1. Provides administration of IT security in computing resources infrastructure, including vulnerability scan and remediation, security audit, intrusion detection analysis, intrusion prevention, and other related security support.
2. Designs, implements, maintains, and continuously improves an appropriate security environment.
3. Provides technical expertise on security standards and procedures.
4. Investigates security incidents with partners.
5. Understands the security threat landscape and its relevance to NKC.
6. Organizes regular IT Security Testing, including Web Penetration Testing, Internal Network Penetration Testing, and Wireless Network Reviews.
7. Is available to individuals in the organization who may require advice in respect of information security or may wish to report information security incidents.

JOB CONDITIONS

Must be able to communicate effectively in English over the telephone, in writing, and in person. Duties and responsibilities are performed in an office environment, clinical dialysis unit, physician offices, other healthcare

organizations, and other community settings. Must have transportation available and requires a valid Washington driver's license and the use of a properly licensed and insured personal vehicle for on-demand travel between clinics (mileage is reimbursed).

Physical activities require the ability to stand, walk, stoop, kneel, crouch, reach, lift; fingering, grasping, talking, hearing, and repetitive motions of hands, wrists, and fingers. Requires a high-level of hand-eye coordination. Must have strong visual acuity to read, inspect information on monitors, inspect technical documents, and to work extensively with data on a PC.

Physical requirements include the ability to lift/move objects weighing up to 25 pounds occasionally, and up to 10 pounds frequently. The individual in this position operates the phone, computer, copier, and other office equipment as required. Demonstrated skills in Microsoft Office Products and knowledge of clinical software programs are required.

PLANNING

Planning duties are based on established procedures and practices. The position is responsible for his/her day-to-day tasks and prioritizing assignments.

SUPERVISION AND COORDINATION

The position does not supervise other people. It is responsible for coordinating all service desk tasks and decisions in accordance with established NKC policies and procedures.

EXTERNAL CONTACTS

Contacts third-party support and vendors. These contacts are required to support computer systems and other information-related activities.

DECISIONS

Typical decisions include troubleshooting and correcting reported problems, evaluating requests, determining how best to handle unusual situations, and ensuring that procedures are upheld. The decisions are based on established procedures and practices.

CUSTOMER SERVICE STANDARDS

Staff are responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; show courtesy; recognize customer's needs; respect privacy.
2. **CONCERN:** Listen to customers; express appreciation, be non-judgmental; take responsibility.
3. **CONFIDENCE:** Show a positive attitude; take personal initiative; inform; educate and reassure; provide prompt follow-up.

4. **CONDUCT:** Hold appropriate conversations; maintain a professional appearance; establish teamwork; show professional competency.

EDUCATION AND EXPERIENCE

- Associate degree in computer science or 3 years equivalent work experience.
- Network+, A+, MCP, or relevant certification.
- CCNP Security, Cybersecurity, or relevant certification is desirable.
- Good understanding of cyber threats and solutions.
- Technical understanding of security and systems.
- Good Firewall, End Point Detection experience.
- Proven track record in virtual environment upgrades, governance, and migrations.
- Security Auditing experience.
- 3 years of experience with desktop, laptop, tablet, Office 365, Windows operating system, Active Directory (AD), Group Policy, and IT utilities.
- Good understanding of configuration and support of Windows PC, MacBook, Chromebook, and Tablets (Android & Apple).
- Strong understanding of AD Attributes and knowledge of how permissions are granted to users and groups.
- Supporting MFA (Multi-Factor Authentication) and Microsoft remote app.
- Supporting admin tools for Microsoft 365, Endpoint Manager, and Intune.
- Excellent customer service skills.
- Team player.
- Ability to work both independently and in a team-oriented, collaborative environment.
- Experience providing day-to-day hardware and software support.
- Ability to communicate effectively with both internal and external clients.
- Demonstrated ability to interact with all levels of staff.
- Root cause analysis.
- Ability to multi-task and perform in a calm and business-like manner.
- Strong problem-solving skills, attention to detail, and the ability to think outside the box.
- Be able to work independently and effectively manage initiatives.
- Working knowledge of HIPAA, HITECH, and healthcare business processes is a plus.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.

REVIEW AND APPROVAL

DocuSigned by:

John Rodgers

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Vice President of Information Services

7/27/2023

Date

DocuSigned by:

Liberty Stansbery

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Vice President of Human Resources/CHRO

7/27/2023

Date