

Systems Specialist

eRAD, Inc. is a medical information technology leader specializing in radiology solutions and data management. Our goal is to help healthcare providers and organizations provide better patient care, reduce costs, and strategically position themselves for continued growth in a dynamic and growing industry.

Position Overview

The Systems Specialist is responsible for effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure. This individual:

- Participates in technical research and development to enable continuing innovation within the infrastructure
- Ensures that system hardware, operating systems, software systems, and related procedures adhere to organizational values, enabling staff, and partners
- Accountable for the following systems: Linux and Windows systems that support CIIS infrastructure; Linux, Windows, VMWare and Application systems that support external and internal customers
- Responsibilities on these systems include—SA engineering and provisioning, operations and support, maintenance and research and development to ensure continual innovation

Essential Duties and Responsibilities

SA Engineering and Provisioning

- Engineering of SA-related solutions for various project and operational needs
- Installs new/rebuilds existing servers and configures hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements.
- Installs and configures systems such as supports CIIS infrastructure applications or Asset Management applications
- Develops and maintains installation and configuration procedures
- Contributes to and maintains system standards
- Researches and recommends innovative, and where possible automated approaches for system administration tasks; identifies approaches that leverage our resources and provide economies of scale

Operations and Support

- Performs daily system monitoring, verifies the integrity and availability of all hardware, server resources, systems and key processes, reviews system and application logs, and verifies completion of scheduled jobs such as backups
- Performs regular security monitoring to identify any possible intrusions
- Performs daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary
- Windows Active Directory configurations and modifications
- Creates, changes, and deletes user accounts per request

Systems Specialist

- Provides support per request from various constituencies; investigates and troubleshoots issues
- Repairs and recovers from hardware or software failures; coordinates and communicates with impacted constituencies

Maintenance

- Applies OS patches and upgrades on a regular basis, and upgrades administrative tools and utilities; configures /adds new services as necessary
- Upgrades and configures system software that supports CIIS infrastructure applications or Asset Management applications per project or operational needs
- Maintains operational, configuration, or other procedures
- Performs periodic performance reporting to support capacity planning
- Performs ongoing performance tuning, hardware upgrades, and resource optimization as required; configures CPU, memory, and disk partitions as required
- Maintains data center environmental and monitoring equipment

Complexity/Problem Solving

- Deals with a variety of problems and sometimes needs to decide which answer is best. The questions/issues are typically clear and requires determination of which answer (from a few choices) is the best

Discretion/Latitude/Decision-Making

- Decisions normally have a noticeable effect department-wide and company-wide and judgment errors can typically require one to two weeks to correct or reverse

Communications/Interpersonal Contacts

- Interprets and/or discusses information with others, which involves terminology or concepts not familiar to many people; regularly provides advice and recommends actions involving rather complex issues; resolves problems within established practices
- Provides occasional guidance, some of which is technical

PLEASE NOTE: This is not an exhaustive list of all duties, responsibilities and requirements of the position described above. Other functions may be assigned and management retains the right to add or change duties at any time.

MINIMUM QUALIFICATIONS, EDUCATION AND EXPERIENCE

- Systems Administration/System Engineer certification in Unix and Microsoft.
- One to three years system administration experience.
- Two plus years of healthcare applications specialist experience.

Systems Specialist

QUALITY STANDARDS

- Communicates, cooperates, and consistently functions professionally and harmoniously with all levels of supervision, co-workers, patients, visitors, and vendors.
- Demonstrates initiative, personal awareness, professionalism and integrity, and exercise confidentiality in all areas of performance.
- Follows OSHA regulations, RadNet and site protocols, policies and procedures.
- Follows HIPAA, compliance, privacy, safety and confidentiality standards at all times.
- Practices universal safety precautions.
- Promotes good public relations on the phone and in person.
- Adapts and is willing to learn new tasks, methods, and systems.
- Reports to work regularly as scheduled; consistently punctual with respect to working hours and lunch schedules, and maintains satisfactory personal attendance in accordance with RadNet guidelines.
- Completes job responsibilities in a quality and timely manner.

PHYSICAL DEMANDS

This position often requires sitting, standing, walking, bending, twisting, reaching with hands and arms, using hands and fingers, handling, or feeling, speaking, listening, and high-level cognitive thinking. Also, must be able to lift up to 10 pounds occasionally. The position requires the ability to travel (~75% of time), drive a vehicle, and utilize other forms of transportation. May require working evenings and weekends, sometimes with little advanced notice.

WORKING ENVIRONMENT

An office setting.

Become a valued member of our growing company by emailing your resume to jobs@erad.com.