LAC COURTE OREILLES
COMMUNITY HEALTH CENTER
13380 W Trepania Road ● Hayward, Wisconsin 54843-2186

Telephone: 715-638-5100
Administration Fax: 715-634-6107
Medical Records Fax: 715-634-2740

Position Description

Position:	Information Technology - Systems Administrator
Location:	Lac Courte Oreilles Community Health Center
Hours:	Monday – Friday 8:00am-4:30pm
Salary Range:	Negotiable
Posting Date:	February 5, 2025
Closing Date:	02/19/2025

Description of Position:

The System Administrator is responsible for managing, maintaining, and optimizing our healthcare center's IT infrastructure. This includes delivering high-quality helpdesk support, troubleshooting user issues, and ensuring the seamless operation of critical systems and applications that support patient care and organizational performance. The ideal candidate will ensure that all IT resources meet the needs of both clinical and administrative staff, comply with healthcare regulations (e.g., HIPAA, HITECH), and are secure, efficient, and reliable.

Qualifications:

- High School Diploma required.
- Associate or technical degree (or equivalent experience) required.
- Minimum of 2 years' experience in a support desk/desktop support role, preferably within a healthcare environment.
- System administration and IT certifications in Linux, Microsoft, or other network related fields are a plus
- HIPAA-compliance and Healthcare IT experience are a plus.
- Must maintain a current Mantoux TB test and completed Hepatitis B series.
- Valid Wisconsin driver's license and vehicle insurance are required.

- Must pass a background check, pre-employment, and random drug testing.
- Excellent verbal and written communication skills with the ability to effectively support both technical and non-technical users.
- Self-motivated, detail-oriented, and a collaborative team player.
- A commitment to continuous learning and staying current with industry trends, best practices, and regulatory changes.
- Must be able to lift and move equipment and supplies up to 50 pounds on a regular basis.
- Ability to maintain confidentiality and observe all requirements of the Federal Privacy Act and HIPAA regulations.

Key Responsibilities:

1. **Operating System & Server Management:**
   - Install, configure, and maintain operating systems (Windows, Linux, etc.) on servers and workstations.
   - Oversee system updates, patches, and upgrades while minimizing downtime.

2. **Network & Infrastructure Support:**
   - Manage core infrastructure components including Virtualization, Exchange, VoIP, wireless networks, and storage systems to ensure optimal performance and business continuity.
   - Proactively monitor performance, identify bottlenecks, and address issues before they impact operations.

3. **User Account & Access Management:**
   - Create, modify, and delete user accounts with appropriate permissions to protect sensitive patient and organizational data.
   - Oversee Active Directory management to ensure proper user authentication, group policy enforcement, and seamless integration with other enterprise applications.
   - Enforce strict access controls and regularly review security protocols.

4. **Software Deployment & Maintenance:**
   - Deploy, update, and patch applications across the network to ensure compatibility, security, and compliance.
   - Provide comprehensive printer support, including troubleshooting and maintenance.
   - Manage the spam filter for email communications, ensuring that unwanted or malicious emails are blocked while legitimate emails are delivered.

5. **Backup, Recovery & Disaster Planning:**

- o Develop, implement, and routinely test backup, data recovery, and disaster recovery procedures to maintain data integrity.

6. **Security Management & Compliance:**
   - o Implement and monitor security measures (firewalls, antivirus, encryption, intrusion detection, etc.) to safeguard against cyber threats.
   - o Ensure adherence to HIPAA, HITECH, and other healthcare data security regulations by maintaining confidentiality and privacy standards.

7. **Performance Monitoring:**
   - o Track system performance metrics and conduct capacity planning.
   - o Identify and resolve performance bottlenecks to ensure optimal system functionality.

8. **Scripting & Automation Tools:**
   - o Employ automation tools (e.g. PowerShell) to streamline operations, enhance efficiency, and minimize manual errors across the IT infrastructure.

9. **Documentation:**
   - o Maintain comprehensive documentation of system configurations, processes, and troubleshooting guides.
   - o Provide clear training materials and support documentation to assist end-users.

10. **Integration with Healthcare Systems:**
    - o Provide installation, support, and troubleshooting for Electronic Health Record systems or similar clinical applications.
    - o Manage and support systems that interface with medical devices, imaging systems, or clinical workflows (e.g. PACS, HL7 interfaces)
    - o Collaborate with clinical and administrative teams to optimize these tools for enhanced patient care and operational efficiency.

11. **Project Management & Collaboration:**
    - o Work with IT staff and other departments on infrastructure upgrades, technology rollouts, and system migrations.
    - o Coordinate with external vendors for hardware/software procurement, licensing, and service agreements.
    - o Participate in strategic IT planning to ensure technology aligns with both clinical and business needs.

12. **Technical Support:**
    - o Provide timely technical assistance for hardware, software, and network issues to a diverse user base including physicians, nurses, administrative and support staff.
    - o Offer comprehensive support via helpdesk and on-site troubleshooting as needed.

13. Work Schedule & Flexibility:
- Perform routine maintenance, updates, and upgrades outside of normal business hours, including weekday or weekend availability.
- Undertake additional duties as assigned.

Supervision and Guidance:

The Systems Administrator will work under the direct supervision of the IT Director with oversight by the Health Director.

*Applicants for employment with the Health Center must submit with the completed application form additional documents including the following:

Letter of Interest
Resume
Credentials
Proof of any Stated Qualifications
Three (3) Current Letters of Recommendation
Academic transcripts

Application Information:
Application forms may be downloaded at: https://lcohc.com/employment
Applications may be obtained from and submitted to:

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Lac Courte Oreilles Community Health Center
Human Resources
13380W Trepania Road
Hayward, Wisconsin 54843
715-638-5132
715-634-6107 FAX
sklecan@lcohc.com

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The Lac Courte Oreilles Community Health Center is an equal opportunity employer. Native American Preference will be given to candidates of equal or comparable qualifications.