

Position: **Network Technician and Application Support Analyst**

POSITION SUMMARY

Responsible for work with the computer systems and networks to ensure proper maintenance and security. Assisting with network and computer system needs, installing new hardware or software, and partnering with IT staff to best support business needs. Deliver support to end users in the organization about how to use various types of software programs efficiently and effectively in fulfilling business objectives. This includes troubleshooting applications and software for all internal customers, such as operations, billing, and other business units.

POSITION ACCOUNTABILITIES

The Network Technician and Application Support Analyst will be responsible for the following:

1. Installs, supports and maintains both physical and virtual network servers, including e-mail, print, file and backup servers and their associated operating systems and software.
2. Create and deploy feedback mechanisms for end users. Analyze results, make recommendations for support process improvement, and implement changes.
3. Field incoming problem tickets from end users to resolve application and software issues within servers, databases, and other mission-critical systems
4. Support and maintain security solutions, including firewall, anti-virus, anti-spam, web filtering and intrusion detection systems.
5. Prioritize, schedule, and administer all instances where enhancements and defect resolution are required.
6. Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.
7. Support and maintain all network hardware and equipment, including routers, switches, and UPSs.
8. Evaluate documented resolutions and analyze trends for ways to prevent repeated future problems.
9. Communicate application problems and issues to key stakeholders, including management, development teams, end users, and unit leaders.
10. Installation, configuration, maintenance, and troubleshooting of end-user workstation hardware, software, and peripheral devices.
11. Maintain network users/permissions.

12. Practice network asset management, including maintenance of network component inventory and related documentation and technical specifications information.
13. Assist to implement data connectivity for local area network (LAN) and wide area network (WAN).
14. Schedule, and perform network improvements, upgrades, and repairs.
15. Maintain technical support documentation for systems and applications.
16. Monitor the network to ensure optimal performance.
17. Maintain security solutions, including firewall, anti-virus, anti-spam, web filtering and intrusion detection systems.
18. Assist in network design and implementation.
19. Maintain servers and associated hardware, applications, services, and settings.
20. Maintain and support disaster recovery and back-up.
21. Interact with vendors, outsourcers, and contractors to secure network products and services.
22. Assist with research on network products, services, protocols, and standards to support network procurement and development efforts.

MINIMUM QUALIFICATIONS

1. 2+ years of progressive experience in a network or systems administrator role preferred.
2. 2+ years in a healthcare-focused IT related role preferred.
3. Fundamental knowledge of networking concepts.
4. Proven network engineering and network performance analysis skills preferred.
5. Hands-on technical troubleshooting capabilities.
6. Familiarity with server management and monitoring tools.
7. Proficiency with scripting languages preferred.
8. Experience with eClinicalWorks electronic medical record preferred.
9. Experience with Microsoft Windows Server 2012+ preferred.
10. Experience with Cisco/Meraki networking equipment preferred.
11. Certifications (CISSP, CCNA, or CCNP) and continuing education preferred.

REQUIRED SKILLS

1. High level of analytical skills is preferred and problem-solving ability.
2. Working knowledge of all Microsoft Office Suite programs and ability to learn new software platforms as needed, along with the ability to gather research information utilizing online resources.
3. Multitasking skills, including the ability to manage several projects simultaneously.
4. Effective verbal and written communication.
5. Excellent organizational skills.
6. Strong customer service, work ethic and critical thinking skills.

7. Ability to work independently and complete projects promptly.
8. Prioritize tasks, meet deadlines and maintain communication with designated programs and supervisor(s).
9. Capacity to maintain confidentiality and professionalism.
10. Ability to adapt to new or changing situations.
11. Ability to travel as needed for training, recruitment or other program requirements.

TO APPLY

Completed HMS Employment Application may be emailed to jobs@hmsnm.org
or

Dropped off or mailed:

1105 N. Pope Street, Building C, Silver City, NM 88061

or

530 De Moss Street, Lordsburg, NM 88045

For more information call 575-534-0788