

Systems Administrator Job Description

Name:		Department:	Information Technology
Title:	Systems Administrator	FLSA:	Non-Exempt
Date:		Reports To:	Network Administrator

PURPOSE OF POSITION

The Systems Administrator is responsible for supporting software/hardware/network technologies including computers, phones and network components for all pharmacy locations and Home Office employees.

Primary technologies include: Computer-Rx (CRx) dispensing and POS systems, VOIP phones, security systems, Meraki routers and other peripheral devices.

Primary software to be supported includes: CRx dispensing, CRx POS software, CRx central system, Microsoft products, MS Exchange and Sage accounting software.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following duties are normal for this position. These are not to be construed as exclusive or all inclusive. Other duties may be required and assigned.

1. Set up hardware and install and configure software and drivers.
2. Maintain and repair technological equipment and peripheral devices.
3. Assist Network Administrator in maintaining networks and related components.
4. Assist Network Administrator in managing security options and software in computers and networks to maintain privacy and protection from attacks.
5. Provide varying levels of support, including remote support, to install, configure, test, and troubleshoot workstation, hardware, software, tablets, and peripheral devices.
6. Track work using ticket management system to access service requests and track progress from creation through resolution.
7. Assist with identifying and researching advanced level support problems including timely communication to Network Administrator and Management.
8. Assist in maintaining accurate and up-to-date inventory of computer and peripheral related equipment.
9. Assess technology and systems to ensure compliance with company guidelines and policies.
10. Provide training assistance to employees on use of equipment and general IT related policies and procedures.
11. Ability and means to travel up to 10% locally via automobile.

12. Ensure systems remain updated.
13. Troubleshoot system failures or bugs and provide solutions to restore functionality.
14. Arrange maintenance sessions to discover and mend inefficiencies.
15. Keep records of repairs and fixes for future reference.
16. Exhibit strong commitment to the service needs of all employees.
17. Represent the company in a professional and courteous manner.
18. Perform other duties as assigned.

SUPERVISORY RESPONSIBILITIES

This position has no supervision responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

- BSc/BA in Computer Science, engineering or relevant field
- Comptia IT Fundamentals or Comptia A+ certification preferred
- Experience with business network troubleshooting, implementation, and VPN configuration and LAN/WAN networks, operating systems, networks, hardware, software protocols and standards
- Ability to identify problems/issues of varying complexities and develop/apply effective solutions
- 1+ years experience and thorough knowledge of computer systems and IT components
- Good knowledge of internet security and data privacy principles
- Exceptional organizing and time-management skills
- Microsoft desktop technology experience
- Strong troubleshooting, problem-solving and support skills
- Ability to work with employees remotely with or without remote assistance software
- Ability to work as needed, on-call to assist with emergencies
- Effective oral and written communication skills
- Ability to work with a diverse group of people in a collaborative environment
- Ability to handle multiple projects and thrive in a fast-paced environment
- A valid driver's license and proof of auto insurance that meets Iowa's minimum requirements

LANGUAGE ABILITY

Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to communicate appropriately in a business like and professional manner with various audiences including other healthcare professionals, pharmacy managers, the various departments at GRX Holdings, and community members through publication and speech.

MATHEMATICAL SKILLS

Ability to work with mathematical concepts such as fractions, percentages, ratios, and proportions to practical situations.

COGNITIVE DEMANDS

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to walk and taste or smell. Specific vision abilities required by this job include close vision, and color vision. Employee must occasionally lift and/or move up to 50 pounds.

ENVIRONMENTAL ADAPTABILITY

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to fumes or airborne particles, toxic or caustic chemicals and outside weather conditions. The noise level in the work environment is usually moderate.

TRANSPORTATION REQUIREMENT

This position requires that the employee have reliable access to transportation.

ACKNOWLEDGEMENT

I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me. I understand that this is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts or working conditions associated with the position. While this list is intended to be an accurate reflection of the current position, GRX Holdings, LLC reserves the right to revise the functions and duties of the position or to require that additional or different tasks be performed as directed by GRX Holdings, LLC. I also understand that this position description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time and for any reason, and GRX Holdings, LLC has a similar right.

Employee’s Signature

Date

Supervisor Signature

Date

GRX Holdings, LLC is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, GRX Holdings, LLC will provide reasonable accommodations to qualified individuals with disabilities and encourages prospective employees and incumbents to discuss potential accommodations with GRX Holdings, LLC.