



Job Title: IT System Administrator
Department: didg^wálič Wellness Center - Swinomish Development Authority

Summary:

The IT System Administrator is a wide-ranging position that is responsible for maintaining the foundational information technology resources in the organization.

Essential Duties and Responsibilities of the IT System Administrator:

- Ensures the Confidentiality, Integrity, and Availability of the organization's information technology resources are maintained.
- Maintain Windows Server based hardware and software.
- Active Directory administration, troubleshooting, and maintenance.
- Email server administration, troubleshooting, and maintenance.
- Web server administration, troubleshooting, and maintenance.
- Firewall/router administration, troubleshooting, and maintenance.
- VoIP phone system administration, troubleshooting, and maintenance.
- IP based video surveillance system administration, troubleshooting, and maintenance.
- Network switch administration, troubleshooting, and maintenance.
- Install, configure, and upgrade operating systems and software.
- Prioritizes and dispatches IT requests.
- Implements IT security protocols, policies, procedures, and tasks which minimize risk to the organization's systems.
- Ensures restoration of strategic systems to operation in a timely manner during a disaster recovery situation.
- Acts as a technical resource; provides support for both hardware and software issues for all users, responding to and resolving all help desk requests.
- Assists in the planning, design, research, and acquisition of new or upgraded hardware and software systems.
- Performs other duties as assigned by the Chief Information Officer.

Education and Experience:

- Bachelor's degree in a relevant field of study from an accredited college or university is preferred. Minimum five (5) years' experience with duties and responsibilities outlined above.
- Degree requirement may be waived with minimum ten (10) years' experience with duties and responsibilities outlined above.

Required Knowledge, Skills and Abilities:

- Knowledge of computer hardware, software, and peripherals such as central processing units, servers, monitors, cables, network systems, printers, and other accessories.



- Skills in troubleshooting and solving hardware and software problems.
- Use of logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems is required.
- Exceptional attention to detail and accuracy of work.
- Outstanding organizational and time management skills.
- Ability to work well with others. Demonstrated ability to interact positively with teammates and all assigned enterprises.
- Ability to work in a multi-culture environment, understands the social and cultural context of the patients at the didg^wálič Wellness Center. Understands the role of trauma, historical, community, family, and personal experience in wellness and recovery.
- Understands and adheres to state (RCW, WAC) and federal confidentiality regulations (42 CFR part 2). Applicants must conduct self ethically and professionally at all times.
- Must pass extensive criminal background check and pre-employment drug screening.