Cow Creek Government Office
Position Description

Position Title: Systems Specialist   **Department: IT – GO**

Reports To: IT Manager   **FLSA Designation:** Exempt

POSITION PURPOSE:
In accordance with industry standard methodologies, installs, documents and maintains servers and system hardware/software and client software for assigned systems. Works with Network Administrator to establish and maintain connectivity for assigned systems. Works with Database Administrator in the performance of all above listed duties.

ESSENTIAL FUNCTIONS:

- Installs new systems that are assigned by IT management.
- Works with clinical application specialist (Informatics Coordinator) on setup/maintenance/upgrades/projects related to Intergy and other applications deemed necessary by Health/Clinic directors in coordination with IT Director.
- Documents and maintains installed systems as well as existing systems as assigned.
- Manages users for assigned systems.
- Acts as liaison between IT Management/system users and system vendors
- Monitors assigned systems and recommends corrective action or measures to IT management and system vendors.
- Assists in design and implementation of in-house created systems.
- Participates in system and vendor selection.
- Accurately documents all work performed in Help Desk software application.
- As necessary, assists the IT Help Desk in preventive and corrective maintenance of end-user hardware and software.
- Ensures that both written and verbal communications are clear, concise, complete, accurate and effective.
- Enhances the image of the resort by providing professional and courteous behavior towards all customers including co-workers.
- Fosters a sense of teamwork and collaboration within the department and property by demonstrating respect for others judgment and capabilities, and gives praise/recognition to those who earn it.
- Provides constructive input to foster process improvement within the department.

QUALIFICATIONS:

- Bachelor of Science in Computer Information Systems or equivalent mix of experience and certification / degree required.
- 2 years experience in hands-on administration of Microsoft Server and the systems installed thereon.
- Microsoft Certified Windows Server Administrator OR Database Administrator (MSCA) preferred.
- Must achieve passing score on MS server skills exam.
- Excellent organizational, verbal, interpersonal, customer relation skills.
- Advanced computer skills with some knowledge of Enterprise level networking applications and protocols.
- Must be 21 years of age or older.
- Current Oregon Drivers License with the ability to qualify for the UIDC's Drivers Program.
- Must maintain a neat, clean, and well-groomed appearance at all times (specific standards availabl