



Senior Systems Administrator

Reporting to the Director of Information Technology, the Senior Systems Administrator (SSA) is responsible for daily administration of a network/server environment. Installs, configures, and maintains system software. Administers, installs and troubleshoots a variety of operating systems. Monitors network performance, troubleshoots more complex issues and deploys solutions. Plans and implements upgrades, patches, and installation of new applications and equipment. Performs systems maintenance tasks, such as system back-up, recovery and file maintenance. Schedules, installs, and tests system software upgrades. Configures software and resolves technical problems. Monitors and maintains software licensing and maintenance agreements. Creates and maintains a disaster recovery, security, back-up and restoration plan and policy. May lead the evaluation of new technologies and perform analysis/feasibility studies to guide decisions on the best way to optimize network efficiency and performance. The SSA's day to day activities will include direct, hands-on contributions as well as management of other workers and service providers. The SSA is responsible to monitor and report reliability and any maintenance problems or bugs to Senior Management and Product Development Teams in a timely manner. The SSA is a hands-on, self-starter.

Role & Responsibilities:

- HITRUST compliant Administration of Semler development, test, corporate and production systems.
- Hands-on technical support.
- Establish HITRUST compliant policies and procedures for creating and maintaining systems.
- Participate in the evaluation & qualification of new, internally-developed products as well as enterprise software systems.
- Participate in Corrective and Preventive Action (CAPA) activities as needed.
- Work closely with the engineering organization to provide feedback on product quality and requirements supporting highly scalable and supportable systems.
- Approximately 10% travel.

Experience & Skills

- 10 years of technical systems experience.
- 3 years of experience in the health care or medical device industry.
- Experience independently writing new procedures.
- Demonstrated flexibility in a highly dynamic environment.
- Superior eye for details, organizational and project management skills.
- Clear understanding of network & system management solutions.

- Background in mobile device platforms (iOS & Android).
- Excellent communication, critical thinking & analytical skills.
- HITRUST Common Security Framework.
- HIPAA (CFR21 Part 11) Compliance Assessment, Testing, Reporting.
- IT Networks (LAN, WAN and Cloud computing, Database) architectures, implementations, and administration.
- Electronic Medical Record, practice management.
- SAAS and Cloud solutions in the Healthcare industry.
- Information Security concepts and technologies both software and hardware such as firewalls, intrusion detections and prevention systems, audit logging, etc.
- Database architecture and report writing expertise, including: Oracle, MySQL, & MSSQL.
- Server troubleshooting such as S/FTP, DNS, and DHCP.
- Experience with CRM tools specific to support and professional services.
- Excellent problem-solving skills, including issue tracking, triaging and crisis management.