

Job Title:	Sr. Citrix & System Administrator	FLSA Status:	Non-Exempt
Reports To:	IT Manager	Union Position:	No
Approved By:	Director of Human Resources	Department:	Information Technology
Approved Date:		Jobs Supervised:	None

OUR MISSION is to eliminate health disparities and foster community well-being by providing and promoting the highest quality care in South Los Angeles.

OUR VISION: St. John's Well Child and Family Center will be a leader, catalyst, and model for the best care, long-term community health improvements, and sustainable, health-enhancing system and structures in Los Angeles.

OUR CORE VALUES

Dignity

We honor and respect every person we encounter as a valued member of the human family whose gifts and rights are to be protected.

Excellence

We support and champion individual and organizational growth, accountability, creativity, teamwork, and commitment to quality, and the best standard of care.

Well-Being

We promote and advocate for the full integration of our patient's physical and mental health with their needs as an active member of a vibrant and just community.

Social Justice

We collaborate with others to develop systems, organizations, and programs that address the needs of and empower all members of our community with a preference for the most vulnerable and disadvantaged.

JOB SUMMARY

Under the direction of the IT Manager, the Sr. Citrix & System Administrator is responsible for overseeing the Citrix infrastructure and conducting system builds, configuring, optimizing, and fine-tuning core enterprise hardware and software systems. Acting as the second most senior member of the IT Team to the IT Manager, the Sr. Citrix & System Administrator is a role model to other IT Staff- conducting himself/herself in a professional manner, completing tasks efficiently, thoroughly and autonomously, while documenting any important information and making informed decisions based on facts gathered through due diligence. Communicates top level information to the IT Manager, CIO and other Management when necessary. Is able to formulate advanced plans to address critical issues and is able to effectively communicate those plans to IT Leadership. The Sr. Citrix & System Administrator is a true multi-tasker that is well versed in project management and can effectively manage multiple ongoing projects in an organized and effective manner. Continually strives to be proactive, rather than reactive, where the results of which are evident in general IT operations. The Sr. Citrix & System Administrator is also responsible for making recommendations and suggestions in consideration of current needs and future growth. Serving this role, the goal is to strive for zero down time for any mission critical and enterprise system and taking immediate and efficient action if/when systems are negatively impacted.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Performs a combination, but not necessarily all, of the following duties:

- In-depth Citrix administration including troubleshooting, recommendations and best practices (REQUIRES CONSIDERABLE CITRIX KNOWLEDGE AND EXPERIENCE).
- Understands regulatory compliance such as HIPAA, PCI-DSS and others
- Performs routine daily, weekly, monthly, quarterly and yearly tasks to ensure systems are functioning optimally and to ensure compliance with various regulatory mandates
- Utilizes current resources available to optimize time and effectiveness and recommends reasonable acquirement of other resources as needed
- Plans, coordinates, evaluates and implements key enterprise systems – hardware and software
- Takes initiative to provide IT Team oversight involving high level information technology updates, recommendations, best practices, assessments and risk analysis
- Responsible for administering the highest level systems including Citrix, HP Simplivity, Axcient Backups, Networking, Security, Avaya Telephony, and others
- Understands and reinforces the concept of taking ownership for areas of responsibility, due diligence and team synergy
- Fully versed in Project Management, ITIL and LEAN methodologies
- Assists with policies and procedures as they relate to Information Technology
- Makes recommendations for enhancing IT processes including Auditing, Workflows and Structure
- Takes the lead in evaluating enterprise hardware and software systems
- Demonstrates willingness to educate less senior staff
- Travels to offsite conferences, trainings and other events when necessary
- Travels to offsite organization locations when necessary
- Acts as Tier2/Tier3 helpdesk support when necessary
- Acts as the department lead with the IT Manager and Chief Information Officer is not available
- Contributes to helpdesk coverage when necessary
- Other duties may be assigned or may be modified as business needs dictate

Supervisory Responsibilities

- Reinforce IT Manager coaching and handed down directives

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 & Experience

- Bachelor's degree in Computer Science, Information Systems or related field or as an equivalent-experience working a technical role in the Non-Profit Healthcare field
- Master's degree highly preferred
- At least 5 years in the Healthcare industry serving a System Admin or similar role
- Proven ability to effectively operate and multi-task under pressure

Licensure/Certification - Employees are responsible for maintaining individual certifications as required by job function or by law and provide verification and recertification when requested by management:

- Cisco CCNA
- Microsoft MCSE
- Cisco Meraki certification preferred
- VMWare
- Citrix CCA/CCE-V

Language Skills

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and/or procedure manuals/documents. Ability to effectively present information and respond to questions from

groups of managers, clients, customers, and the general public. Bilingual in English/Spanish (verbal and written) preferred.

Reasoning Ability

Ability to define problems collect data, establish facts and draw valid conclusions. Synthesize complex or diverse information. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables. Ability to research and source varieties of referrals for information and/or services.

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 sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to **50** pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT

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 establishes and maintains effective work relationships with co-workers and customers, maintains regular attendance, understands and carries out a variety of oral and written instructions, has knowledge of proper English usage, grammar, punctuation, spelling, and vocabulary, has the ability to learn office principles, practices, and methods, understands filing systems, including numerical, alphabetical, and chronological, learns a variety of procedures, policies, and services of the assigned work unit or program, performs assigned duties with efficiency and accuracy and maintains confidentiality. The employee is occasionally exposed to moving mechanical parts and risk of electrical shock. The noise level in the work environment is usually moderate.

NOTE

The statements herein are intended to describe the general nature and level of work performed by employees, but is not a complete list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

Acknowledgement: I have read and understand the job description's duties and responsibilities for this position, as well as St. John's Well Child & Family Center's Mission, Vision, and Company Values.

Signature

Print Name

Date