

UPMC Beacon Hospital

Job Description

Job Title	Systems and Network Engineer
Department	IT
Reports to	Director of IT
Date	September 2011

Overall Purpose of Job

We will provide exceptional patient care in an environment where quality, respect, caring and compassion are at the centre of all we do.

The Systems and Network Engineer provides the following functions:

- 3rd level helpdesk support and resolution of complex technical issues affecting hospital wide systems.
- Translate business requirements into a technology solution that includes technology design and specifications.
- Responsible for implementing, testing and documenting infrastructure solutions to solve specific business needs.
- Responsible for the management, administration & configuration of phone system, ACD, wireless networks, core network switches, distribution switches, firewalls, routers and remote VPN connections.
- Responsible for the monitoring and maintenance of Linux, UNIX, Windows servers, network infrastructure and clinical equipment. This includes providing on call support and off hours on site work as required to meet service level objectives.
- Responsible for the systems management of the Virtual Server environment.

Work outside hours to promote new system and infrastructure to production environment when required. Provide on call technical support outside business hours.

Key Responsibilities and Deliverables

- Troubleshooting of server hardware and software related problems.

- Upgrade and maintenance of all IT infrastructure.

Maintain knowledge of industry trends, technologies and best practices to advance information technology at UPMC Beacon hospital.

- Understand and apply UPMC policy, security and best practices within the UPMC Beacon IT environment. Implement new projects and systems as required. This includes creation of technical documentation and trouble-shooting documents for the project or system installed.
- Develop, operate and maintain existing and new Windows and Linux infrastructure.
- Train and mentor junior members of the team.
- Maintain relationships with key vendors and subcontractors
- Consistently performs job duties at satisfactory quantity and quality, within required time-frames, while maintaining high degree of accuracy.
- Remains current on new technologies through reading, seminars, workshops and vendor information.
- Contributes to the development of policies & procedures where applicable & necessary; demonstrating a clear understanding of, and consistently adheres to existing department and hospital wide policies and procedures
- Other Ad-Hoc tasks as deemed necessary.

Beacon Hospital

Person Specification

Qualifications	<ul style="list-style-type: none"> • Relevant Information technology qualification to a degree level
Experience (Amount and Type)	<ul style="list-style-type: none"> • At least 6 years of IT support experience

Job Specific Competencies and Knowledge	<ul style="list-style-type: none"> • Reports directly to the Manager of Technical Services, but must be able to perform various duties with minimal supervision. • Willingly puts forth effort in starting job duties on a regular basis; contributes new ideas; seeks self-improvement; masters new job duties.
Personal Competencies	<ul style="list-style-type: none"> • All posts in UPMC Beacon Hospital require a high level of flexibility to ensure the delivery of an effective and efficient service. Therefore, the post holder will be required to demonstrate flexibility as and when required by their manager and / or hospital management. • Maintain strict confidentiality with patient and employee or any other information in accordance with all Beacon Hospital policies and procedures. • Demonstrates willingness to take on new roles and responsibilities.

This job description is intended to be an outline of the areas of responsibility and deliverables at the time of its writing. As the Hospital and the post holder develop, this job description may be subject to review in light of the changing needs of the Hospital.

Job Description received by employee

Signature

Date