

Job Title:	IT Systems Analyst	Reports To:	Director of IT Infrastructure
Location:	Chicago	Travel Required:	
Level/Salary Range:	DOE	Position Type:	Exempt
HR Contact:	Claudria Hurt	Date Posted:	02/06/2020
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Applications Accepted By:

Email: careers@alliancechicago.org or Fax: 312.274.0069

Subject Line: IT Systems Analyst

Job Description:

Position Overview:

The IT Systems Analyst position will serve as a member of the IT team aimed at providing level II and III support to internal users as well as community health centers using the GE Centricity Electronic Health Record System in a hosted Citrix environment. This position requires a technical background working with Microsoft Active Directory, Office 365 (SharePoint, Exchange, Teams, etc.), Citrix/VDI Infrastructure and Backup Platforms. A good understanding of data center infrastructure components (Server, Storage, Network, etc.) is also required. Experience in the Health Care Industry is highly desirable.

Essential Duties:

- Administration and support of AD/Office 365 environment in Azure, with focus on SharePoint.
- Administration and support of Citrix environment
- Administration and support of Commvault backup environment.
- Administration and support of local Active Directory at hosted DC.
- Support and maintain industry best practices to support IT Infrastructure initiatives
- Development and implementation of day-to-day procedures and system admin functions
- Document user requirements and business rules
- Maintain strict adherence to change management procedures and documentation
- Administration of vendor support contracts, technical documentation, coordination of installation and support activities with third-parties, and regular reporting of project status
- Coordinate with the clinical, informatics, and data analytics teams on client needs and data being gathered
- Support clinical, data, and informatics team to achieve HIT integration with third party applications, user workflows, and quality/research reporting efforts
- Respond to application issue escalations
- Provide system and application troubleshooting
- Ensure that applications are maintained in a manner that supports delivery of services to multiple platforms, resilience, and performance.
- Cross-training with other staff

Customer Relations & Support:

- Serves as member of the support team responsible for clinical/end-user level 2 support, participating in the on-call after hours rotations; supporting customers directly
- Utilizes and manages an up-to-date ticket tracking system; prioritize, track and help resolve problems and requests with a sense of urgency
- Problem analysis and resolution

Other Requirements:

- Previous hands-on experience with the data center and desktop technologies
- Understanding of networking, client/server applications, VDI and backup technologies
- Superior communication, writing and time management skills

- Detail oriented; Highly organized
- Ability to prioritize and manage expectations
- Ability to quickly grasp new technology
- Define and meet achievable project timelines, deliverables and milestones
- Must possess good analytical and problem-solving skills
- Must possess effective communication skills, especially verbal communication phone skills, with the ability to interact with various levels of personnel
- Ability to work with minimal supervision and maximum accountability

Education/Training/Expertise:

- Bachelor's Degree in related field or equivalent work experience
- Expertise/Certification in one or more Microsoft technologies.
- Citrix training and/or certification a plus
- Commvault Expertise/Training a plus
- Exposure to data warehouse and cloud technologies a plus

Experience/Years:

- 3-5 plus years of progressive IT experience
- 2-3 plus years of experience managing Microsoft SharePoint
- Experience with Active Directory and Office 365
- Experience in LAN and WAN support problem management
- Experience with system performance monitoring and tuning
- Experience with wireless LAN technologies
- Knowledge of network protocols (TCP/IP, DNS, DHCP, etc)
- Experience in providing customer service, support and consulting
- Experience with Citrix XenApp, XenServer, and Netscaler technologies a plus
- Previous experience working in a 24/7 critical-computing environment

Working Conditions:

- General office setting, extensive telephone and desk work at computer terminal
- May be required to lift, carry, bend, reach and stand with parcels up to 25 lbs.
- Will work in a close multidisciplinary team environment
- May interface with clients in various settings and may be working during on-site visits in clinical environments where medical equipment, chemicals and where communicable diseases and certain pathogens are present.

ORGANIZATIONAL OVERVIEW:

Founded by four partner Community Health Centers in 1997, AllianceChicago's three core areas of focus are Health Care Collaboration, Health Information Technology, and Health Research & Education. AllianceChicago supports the use of HIT to improve quality, efficiency, and access to services in a national network of community Safety Net health care organizations. The mission of AllianceChicago is to improve personal, community, and public health through innovative collaboration.

ADA Statement: The Americans with Disabilities Act prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, state and local government services, public accommodations, commercial facilities, and transportation. It also mandates the establishment of TDD/telephone relay services.

EEO Statement: AllianceChicago believes that all applicants and employees are entitled to equal employment opportunities and maintains a policy of non-discrimination with respect to religion, color, sex, sexual orientation, national origin, age, veteran status, marital status, physical or mental disability, or any other legally protected class in accordance with applicable law, except where a bona fide occupational qualification exists. AllianceChicago will

comply with all phases of employment including, but not limited to, hiring practices, transfers, promotions, benefits, discipline, and discharge.

Disclaimer: The above statements are intended to describe the general nature and level of work being performed by employees assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel as qualified.