

Systems Administrator

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The Health Plan of San Mateo (HPSM) seeks a full time Systems Administrator with extensive Cisco networking and VmWare infrastructure knowledge and expertise, responsible for effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure.

Position overview

- Install new/rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements.
- Troubleshoot hardware, software & network problems ranging from simple to complex.
- Proactively ensure the highest levels of systems and infrastructure availability.
- Develop and maintain installation and configuration procedures and checklists.
- Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs and verifying the completion of scheduled jobs such as backups and automation schedules.
- Manage the HPSM computerized telephone communications system and oversee the operation and maintenance of assigned systems.
- Evaluate end-user business requirements for enhancements and implementation of new services.
- Provide technical support to HelpDesk as well as end users.
- Research and recommend innovative, and where possible, automated approaches for system administration tasks.
- Perform regular security monitoring, network scanning and vulnerability assessments
- Plan, implement and monitor internal information technology security policies, application security, access control and corporate data safeguards
- Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created and media is recycled and sent off site as necessary.
- Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure/add new services, as necessary.
- Perform ongoing performance tuning, hardware upgrades, and resource optimization as required.
- Ensure that department Service Level Agreements are met.
- Stay current with relevant advances in technologies and applies them on the job.

Requirements

These are the qualifications typically needed to succeed in this position. However, you don't need to meet every requirement to apply.

Education and experience

- Five (5) years equivalent work experience required.
- Degree in the field of computer science or information systems preferred.
- At least three (3) years' experience working in a mixed Operating System environment including at least one UNIX variant (AIX, Linux) and one Windows variant (2008-2019 Server Platform).
- At least three (3) years' experience with server hardware installation and maintenance (Cisco UCS experience is a plus).
- Two (2) years' experience with server infrastructure (routers, switches, load balancers, DNS, NAS/SAN) design and maintenance (Cisco and EMC is a plus).
- Required experience with the following:
 - Active Directory management.
 - Networking administration (Cisco, Juniper, etc.), VLAN & port configuration, VPN configuration and security, etc.

- Managing Office 365, including DLP, compliance policies.
- Database application (SQL Server, DB2) installation and basic maintenance.
- MDM (Mobile Device Management) systems.
- Experience with VOIP, Avaya Communication Manager (VOIP) platforms preferred.

Knowledge of:

- Personal computers and proficiency in Microsoft Office Suite applications, including Outlook, Word, Excel, Access and PowerPoint. SAN/NAS, iSCSI, NFS, CIFS and fiber channel storage protocols, configuration & management.
- Vmware products and solutions. Software, hardware, protocols, and standards, including Cisco, EMC VNX, VMware and IBM (AIX). UNIX (Bash/Perl/Ant) and Windows (Batch; VBScript; Perl/WMI, Powershell) scripting.
- Backup software, including Backup Exec, Veeam, Tivoli Storage Manager (TSM)
- Network administration/protocols. Principles of computerized electronic telephone, voice over IP (VOIP) and voicemail systems.

Ability to:

- Work cooperatively with others. Work as part of a team and support team decisions.
- Effectively communicate both verbally and in writing with vendor's software support staff, HPSM staff and HPSM Leadership.
- Adapt to changes in requirements/priorities for daily and specialized tasks.
- Organize and prioritize workload, handle multiple projects simultaneously, meet deadlines.
- Provide technical guidance to other IT staff.
- Assume responsibility and exercise good judgment in making decisions within the scope and authority of the position.
- Take manual tasks and/or processes and automate them to maximize efficiency.
- Perform repairs, installations, additions and changes to telecommunications equipment.

Salary and benefits

The starting salary range depends on the candidate's work experience.

Excellent benefits package includes:

- HPSM-paid premiums for employee's medical, dental and vision coverage (employee pays 10% of each dependent's premiums)
- Fully paid life, AD&D and LTD insurance
- Retirement plan (HPSM contributes equivalent of 10% of annual compensation)
- 12 paid holidays a year, 12 paid sick days a year and paid vacation starting at 16 days a year
- Tuition reimbursement plan
- Employee wellness program

To apply, submit a resume to careers@hpsm.org.

Health Plan of San Mateo (HPSM) is a local County-funded nonprofit manages the health care for over 140,000 low-income people San Mateo County, including all its Medi-Cal eligible residents. HPSM is proud to be an Equal Opportunity Employer and an affirmative action employer. We are committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status.