

**ALBUQUERQUE AREA INDIAN HEALTH BOARD, INC.**  
**POSITION DESCRIPTION**

**POSITION:** Network/Telecommunications Administrator

**REPORTS TO:** AAIHB Executive Director

**FLSA STATUS:** Exempt (Full-Time)

**SUPERVISION EXERCISED:** NA

**GENERAL DESCRIPTION:**

The network/telecommunications administrator's responsibility is to plan, develop, and implement the company's voice and data infrastructure. This includes installing, configuring, maintaining, supporting, and optimizing all network systems and services, voicemail and PBX communication systems, network hardware, software and communication links for the Albuquerque Indian Health Board. The network/telecommunications administrator will also be required to resolve all end user hardware, software and telephony problems in a timely and accurate fashion.

**Major Duties:**

- Manages network and system architecture in accordance with current IT best practices.
- Monitors network and system status for reliability, security and availability.
- Serves as a technical support person for AAIHB with work that involves planning, installing, configuring, testing, implementing, management and maintenance of the systems environment in support of the organization's IT architecture and business needs and maintains telecommunication services and devices.
- Installs and terminates wiring for projects as necessary in order to maintain the data and telecommunications network.
- Assist new employees with computer setup including orientation to the routine uses, applications and security.
- Participates in employee exit interviews as set forth in the IT policies and procedures.
- Design and implement short and long term strategic plans to make certain network capacity for voice and data meets existing and future requirements.
- Work with end users to establish service level agreements based on user requirements.
- Ensures that security policies are adopted and implemented in order to assure confidentiality and levels of security for routers, switches, servers, firewalls and desktops. Serves as the local information security officer to carry out security audits, system backup procedures and disaster recovery.
- Prepares and implements policies and procedures relating to utilization, management and security of all LAN, WAN, PBX software and hardware and updates them as necessary.
- Develops and maintains documentation of the organizations network and telecommunication systems and maintains a technical reference library current for all software.
- Participates in development of budgets and project proposals related to technology projects.
- Negotiate with vendors, outsourcers, and contractors to secure infrastructure products and services.
- Works with management to assess near and long term network and telecommunication capacity needs.

- Serves as the lead person for network and telecommunication systems inventory and accountability of all major end items, including the tracking of all hardware, software, PDAs, handsets and similar inventory items from purchase to disposal. Works closely with the operations manager in all aspects of inventory and accountability.
- Establish a life-cycle replacement schedule for major end items, i.e., servers, workstations, printers, PBX, voice mail server, handsets (to ensure they are replaced on a regular schedule).
- Ensures network connectivity of all servers, workstations, telecommunications equipment, fax machines and other infrastructure appliances.
- Manages servers, including database, email, print, active directory and backup services and their associated operating systems and software.
- Design and oversee telecommunications projects with a goal to improving or expanding the current infrastructure.
- Monitor network and telecommunications policies to check Active Directory accounts, group security accounts, file and share permissions and local and long distance dialing profiles.
- May be required to perform other duties that may be necessary or in the best interest of the Albuquerque Area Indian Health Board.

**Skills/Qualifications:**

- Minimum of a Associate's Degree in MIS, Network+/MCSE Certification, Computer Science or related field preferred: or
- Minimum of 5+ years experience in planning, management and coordination of the local area, wide area, web application and PBX services;
- Ability to Administer Windows Active Directory;
- Experience with Microsoft Exchange;
- Proficient in Microsoft Access and MS-SQL database environments;
- Experience creating and executing disaster recovery plans;
- Proficient in Microsoft Windows OS;
- Symantec Endpoint Protection Preferred;
- Understanding of firewall and VPN technologies;
- Experience with managed network devices;
- Must be able to demonstrate proficient knowledge in WAN/LAN technology;
- Knowledge and understanding of the system flow charts, data processing concepts, and telecommunication principles;
- Experience installing network cabling and patching telephony systems;
- Knowledge of applicable data privacy practices and laws, HIPAA knowledge preferred.
- Excellent written and communication skills;
- Must possess a valid state driver's license;
- Completion of a background check is required.

**Work Conditions/Physical Requirements:**

- Work is performed in a typical interior/office environment.
- On-call availability
- Sitting for extended periods of time
- Dexterity of hands and fingers to operate a computer keyboard, mouse, and power tools.
- Communications/computer components.

- Occasional inspection of cables and wiring in floors and ceilings.
- Some lifting and manipulation of computer and telecommunication equipment and supplies required.

**PREFERENCE:**

*Qualified American Indian applications will be given preference in accordance with the exemption provided under Title VII of the Civil Rights Act of 1964.*

**LOCATION:** Albuquerque, NM

**SALARY:** DOQ

**OPENING DATE:** July 14, 2010      **CLOSING DATE:** July 30, 2010

**To apply for this position:** Candidate must submit the following required material: Cover letter, current resume, salary history, (3) professional references with phone numbers/email addresses to: [ryazzie@aaihb.org](mailto:ryazzie@aaihb.org) or regular mail to: Human Resources, Albuquerque Area Indian Health Board, Inc., 5015 Prospect Avenue NE, Albuquerque NM 87110. No phone calls.