



## Business Systems Administrator

### Who We Are:

The Northwest Healthcare Response Network (NWHRN) has a unique and vital role in disaster planning, response, and recovery: We lead and coordinate a **coalition** of independent healthcare organizations, public health leaders and emergency response partners to ensure Western Washington communities can receive needed healthcare services during emergencies and disasters. This is the heart of our nonprofit mission during any kind of crisis. Our goal is that every patient gets the care they need when disasters strike.

We are a local and national leader on multi-hazard healthcare preparedness and response and multi-sector engagement. Our **expertise** centers on developing the relationships, plans and capabilities that are at the core of a coordinated emergency response. Our **approach** to disaster planning and response relies on **both art and science**. We leverage expertise, collaboration, partnerships, innovation, and accountability to identify novel approaches to multisector challenges and implement solutions.

We achieve our goals through a commitment to teamwork, collaboration, individual accountability, remaining agile, a dedication to customer service and taking initiative to work through obstacles. We believe in the philosophy and ethos of "We not Me." We seek to foster and maintain a culture of mutual support, growth, and working towards the common good to realize our mission, both internally and externally.

### Who You Are:

Our future Business Systems Administrator is excited to focus on systems needs of a small nonprofit organization whose work has impact throughout Washington State. Our ideal candidate will be joining us at a time of growth with opportunities to enhance and expand our current systems and develop new databases to support the work.

Our ideal candidate shares our philosophy on organizational culture and approach. They have a high degree of integrity and demonstrate professionalism and personal accountability. They enjoy working with a team and partners who bring diverse backgrounds and skill sets and believe our best outcomes are achieved by working together. They are comfortable with being nimble in a small organization. They are conscientious and mindful of how their actions affect others.

They approach their work by seeking to understand the needs and objectives of others, which then informs how they achieve their objectives. They maintain a growth mindset and are committed to continuous improvement. They seek and provide feedback and they adapt their approach and expectations accordingly both within the team and with our partners.

*Does this sound like you?*

**Join our skilled, mission-driven, professional team!**



### **Position Overview:**

The Business Systems Administrator is responsible for leading the implementation and maintenance of NWHRN's computing environment, information technology systems as well as business systems and software. This position is responsible for the administration of the organization's Microsoft 365 environment and other related services and applications. This position will work closely with internal and external stakeholders to align appropriate tools to meet identified needs. Additionally, this position will work closely with the outsourced IT company to maintain and support organizational IT support for staff and equipment. This position requires attention to detail, high level of organizational skills, discretion and confidentiality, resourcefulness, efficiency, and critical thinking.

Reports to: Director of Finance and Administration (DFA)

Location: Position must be located in Western Washington. Travel throughout Western Washington may be required.

### **Main Duties**

#### **1. Information Technology Services and MS365 Administration:**

- Provides day-to-day management of information technology functions.
- Act as key internal staff resource for IT issues, including equipment and software.
- Primary contact for external outsourced IT company for service tickets and equipment issues. Manage relationship along with DFA.
- With outsourced IT company, monitor systems so that our computing environment is running 24/7 and that staff have what they need to be successful.
- Identifies training needs among staff and develops/implements training programs to enhance computer skills throughout the organization.
- Advises DFA on equipment status, warranty, license renewals and related items. Research and provide recommendations for updates and improvements.
- Responsible for writing and maintaining internal IT policies and procedures with final approval from DFA. Seeks best practices and updates for internal policies.

#### **2. Database and Systems integration, development and support:**

- Implement, maintain and provide support for multiple software programs, online databases and applications owned and licensed.
- Develop organization specific customizations as needed for databases and software.
- Works closely with Programs staff to identify software features, new software or systems that can better support the work and data reporting needs.
- Facilitates collaboration between non-technical users (i.e. internal staff) and technical staff at external companies to define the strategy and implementation of projects.
- Monitor systems and alerts for updates and communicate with staff about regular or urgent updates as needed.
- Identifies and reports process anomalies and system issues to appropriate leadership, as applicable.
- Communicate with system / software vendors to troubleshoot and resolve issues.
- Proactively seeks best practices for system and software improvements to enhance and support work and gain efficiency.
- Leads identification of appropriate tools to support NWHRN work, goals and strategies and develops recommendations.



### **3. Cybersecurity and Privacy protections**

- Responsible for overseeing cyber security best practices for the networks and software.
- Train staff on best practices regarding privacy protections for systems and browsers.
- Research and implement NIST requirements to protect IT environments.
- Advise DFA on best practices and organizational policies.
- Responsible for maintaining and updating annual cyber security insurance.

### **4. Participate in NWHRN emergency response activities**

Maintain readiness and qualifications to act as a member of NWHRN response team in order to support healthcare when impacted by a man made or natural disaster and/or heightened activity. All members of NWHRN are expected to support response staffing and/or deployment within the state of Washington as requested.

#### **Primary Systems and Software (not a complete list):**

Windows OS; Microsoft O365 applications; MS Azure VM, VDI, and Azure AD; AlertMedia; MS Power BI; Salesforce; Adobe; Qualtrics and WATrac.

#### **Qualifications:**

- Bachelor's degree and 4 years relevant experience or 6 years commensurate experience
- Strong experience in Microsoft 365, including SharePoint, Teams, Azure VM, Azure AD, and Windows
- Knowledge of NIST requirements
- Ability to analyze complex systems and related issues (manufacturer / developer) and perform effectively while working within tight time constraints.
- Ability to communicate and translate complex systems information into basic trainings for staff and other users.
- Demonstrated detail-oriented thinking, both big picture and small details
- Demonstrated ability to coordinate, plan, develop and maintain various software and systems.
- Excellent communication and people skills
- Ability to effectively communicate professionally in both written and in oral formats.
- Strong organizational skills.
- Positive resourceful attitude.
- Responsive to constant change and adaptation as needed to serve NWHRN's work and mission

#### **Desired qualifications:**

- Microsoft certified Administrator for 365 and Azure
- Nonprofit or government information technology experience



### **Key Performance Indicators**

*The following are performance measures that are critical to success in every role at NWHRN. They represent our values and guiding behaviors in how we do our work and achieve our mission.*

- STEWARDSHIP
- TEAMWORK
- INITIATIVE
- FLEXIBILITY
- ACCOUNTABILITY
- COMMUNICATION
- CUSTOMER SERVICE
- LEADERSHIP

**Hiring salary range: \$80 – 90,000** annually

Classification: Full time, FSLA exempt, professional staff

### **Benefit Highlights:**

- 100% employer paid Medical, Dental and Vision insurance for employees; 75% employer paid insurance for each dependent.
- Paid vacation, sick leave, holidays, and 2 personal days.
- Retirement plan with employer match up to 4% of gross salary. Flexible Spending Account option.

### **Hours:**

40 hours per week, generally Monday - Friday. When needed, emergency response activities could require long hours and weekend work.

### **Work equipment:**

NWHRN supplies a work-issued laptop, cell phone and equipment to perform essential job functions.

### **Physical Requirements:**

Prolonged periods sitting at a desk and working on a computer. Must be able to lift up to 25 pounds at times.

### **Vaccination requirement:**

NWHRN requires COVID-19 vaccinations. All employees are required to present proof of vaccination status upon hire unless they qualify for a medical or religious approved exemption.

NWHRN is an equal employment opportunity employer.

### **To Apply:**

Please send a cover letter and resume via email to Joseph Rogel at Fuel Talent.  
Email: [joe@fueltalent.com](mailto:joe@fueltalent.com).