

7 Medical Systems
Level 2 Engineer – Infrastructure Job Description – Contracted Position

1. JOB IDENTIFICATION

Job Title: **Level 2 Engineer – Infrastructure (Contracted Position)**

Department: IT

Responsible to: Roanoke, VA Office Manager

Last Update: October 2, 2018

2. COMPANY

7 Medical Systems™, LLC is a leading, nation-wide provider of on-demand PACS, teleradiology, EMR, RCM(Revenue Cycle Management) billing services and computing solutions for healthcare. The Minneapolis-based company with an office in Roanoke, VA delivers reliable, affordable solutions to critical access hospitals, imaging centers, radiology groups and ambulatory clinics. Rather than investing capital to own and manage servers, hardware, software and IT resources in-house, healthcare facilities outsource these critical functions to 7 Medical. They trade in hefty capital expenses for more affordable monthly usage fees—paying only for what they use. 7 Medical's clinical project managers enable facilities to efficiently automate workflows and integrate disparate systems to ensure successful integration, implementation and training. On-demand services are available anytime, anywhere with 24/7 service and support and built-in disaster recovery and HIPAA compliance. 7 Medical is an Equal Employment Opportunity Employer

3. DESCRIPTION

- Systems engineer to provide computer/networking support in support of our Roanoke data center operations and also our diverse base of medical clients.
- Supports the Roanoke office team with setting up new billing clients and coordinate with clients.
- Coordinates and assists with execution of hardware upgrades, fixes, special projects and migrations
- 24/7 on-call for emergencies
- Build and Support VMware virtualization environment
- Virtual Private Network builds, removals and troubleshooting
- Monitor and maintain monitoring systems (if applicable)
- Monitor and maintain core networking equipment (Firewall, Switches, Server hardware)
- Support of storage systems
- Monitor and maintain system backups
- Monitor and maintain data center facilities to include: Environmental Monitors, Power & Fire Safety
- Monitor and maintain network monitoring & security systems

4. EXPERIENCE

- At least a two year technical degree
- 1 to 2 years of experience with core networking and server infrastructures
- Customer support experience in a small company environment
- Cisco Firewall (ASA) or like functional firewall and switching technologies
- QLogic and Cisco Fiber Channel switching technologies(if applicable)
- SAN and switching technologies
- Technical certifications (MCSE, MCITP, CCNP, etc.) are highly desirable
- VPN Tunnels/Firewalls (Cisco ASA, Sonicwall and Watchguard)
- Will consider internship time spent towards experience requirements

5. REQUIREMENTS

- Must enjoy working in a team of highly skilled engineers
- Must be willing to work with international counterparts via Instant Message and Email
- Some local and regional travel required
- Excellent written and oral communication skills
- Demonstrated skills in planning for the future, strong desire to stay current with technology
- Ability to work unsupervised in a growing, fast-paced, team-oriented, professional environment
- Maintain healthcare privacy and security compliance
- Excellent teamwork skills
- Superior problem solving skills and a unique combination of customer service, communication and technical abilities.
- Excellent communication skills
- Discipline to document activities and record keeping skills internally and with customers.
- An effective, friendly, professional attitude.
- Regular attendance and punctuality is expected