



IT Analyst (System Administrator)

Position Title: IT Analyst (System Administrator)

Position Type: Full Time

Location: Hybrid – Arcadia Office

Reports To: Director of IT

About Clever Care Health Plan

Clever Care Health Plan is a newly founded Medicare Advantage health plan serving Medicare beneficiaries in Southern California. Our employees are passionate in providing best services to our members and healthcare providers. Our three office locations are in Arcadia (Los Angeles County), Huntington Beach (Orange County) and New York City.

Job Summary

A system administrator, or sysadmin, is a person who is responsible for the upkeep, configuration, and reliable operation of computer systems and the technology infrastructure. The system administrator seeks to ensure that the uptime, performance, resources, and security of the computers they manage meet the needs of the users.

Functions & Job Responsibilities

- Provide technical support on basic software and hardware issues
- Responsible for installing new workstations at Clever Care Health Plan offices and securely manage on-site IT assets/equipment
- Responsible for the maintenance, configuration, and reliable operation of computer systems
- Troubleshoot hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing impact of issues
- Install and upgrade computer components and software, manage virtual servers, and integrate automation processes
- Prioritize and resolve IT concerns and escalate serious issues to relevant stakeholders
- Provide documentation and technical specifications to IT staff for planning and implementing new or upgrades of IT infrastructure
- Lead desktop and helpdesk support efforts, making sure all desktop applications, workstations, and related equipment problems are resolved in a timely manner with limited disruptions
- Manage a VoIP phone system environment with phone number integration and fax capabilities
- Manage the local infrastructure of card-based locks, ups, central printing/scanning systems, wireless access points, routers, and switches

Qualifications

- Qualified applicants must be customer oriented and motivated with excellent oral and written communication skills.
- Problem solving and organizational skills and ability to prioritize and manage multiple tasks and deadlines.
- Ability to keep abreast of product applications and technology trends.



- Excellent analytical/troubleshooting skills.
- Ability to work independently and take ownership for tasks from beginning to completion.
- Education & Experience: Bachelor's degree in Computer Sciences, Technology, or related experiences
- Ability to work effectively in a lightly supervised environment
- Ability to listen to the needs of users and solve their problems with technology to keep the productive

Skills:

- Networking
- Automation & Scripting
- Familiarity with Windows, Linux, and networking environments from a system administrative perspective

Physical & Working Environment.

Typical Physical Demands:

Position requires a great amount of driving, sitting and standing. Some standing, stooping, bending or reaching is required. May require lifting up to 15 pounds. Requires manual dexterity sufficient to operate a computer, calculator and telephone. Requires normal range of hearing and vision. Requires the ability to type and file.

Typical Working Conditions:

Work is performed in an office environment and/or remotely. The job involves frequent contact with staff and public. Work may be stressful at times. May occasionally work some irregular hours.

What's in it for you?

1. A competitive compensation and benefits program.
2. Generous paid-time-off (PTO).
3. Ten paid holidays per year.
4. Excellent 401k saving plan, employer provides up to 4% match and employer contribution match is 100% immediately vested.
5. A work-life balance and much more!

Please email your resume directly to hr@ccmapd.com

Clever Care Health Plan is proud to be an Equal Employment Opportunity and Affirmative Action workplace. Individuals seeking employment will receive consideration for employment without regard to race, color, national origin, religion, age, sex (including pregnancy, childbirth or related medical conditions), sexual orientation, gender perception or identity, age, marital status, disability, protected veteran status or any other status protected by law. A background check is required.