

**California Transplant Donor Network**  
1000 Broadway, Suite 600  
Oakland CA 94607

**Title:** Information Technology Systems Administrator I

**OPO:** California Transplant Donor Network

**Position Description**

The Information Technology Systems Administrator must be dedicated to supporting the mission of the California Transplant Donor Network to provide the opportunity to improve and extend lives through organ and tissue donation for transplantation. Installs new software releases on servers, upgrades, evaluates and installs patches and resolves software related problems. Performs system backups and recovery. Monitors and maintains typically 2-4 enterprise systems. Maintains data files and monitors system configuration to ensure data integrity. Can participate in data entry and audit events. Primary job functions do not typically require exercising independent judgment but some flexibility is allowed. This position requires the ability to interface with a group and various departments, to perform a variety of complex, responsible, and confidential duties. System Administrators are expected to participate in organizational Quality Improvement projects, continuous process improvement projects and exhibit quality work practice to others by example. This position also requires a proactive team player who must uphold the core values of the organization which include integrity, respect, honor of diversity, personal accountability, creative initiative, team work and excellence.

This position requires flexible working hours, including evenings, nights, and weekends. It requires travel within the service area, a valid driver's license and access to an insured automobile. It requires manual dexterity sufficient to operate phones, computers, and fax machines. Must be able to lift up to 50 pounds, stand for long periods, push up to 50 pounds of equipment, and use repetitive hand motions for reaching, bending, sitting, and driving. This position requires the ability to speak clearly in person and on the telephone in order to accurately convey critical information to fellow staff, other transplant personnel, and outside consultants/vendors. Likewise, it is necessary to be able to hear at normal speaking levels whether in person or over the telephone, and to have visual acuity necessary in order to read instructional and training materials/records.

**JOB DUTIES AND RESPONSIBILITIES**

**INFORMATION ANALYSIS SUPPORT:**

- A. Supports in creation of customized Microsoft Excel/SQL reports based on organizational needs.
- B. Able to identify data source, filter, set parameters and query data whenever necessary. Can identify logic for medical variables, such as donors, eligible, consent declined, etc.. Able to modify the calculation for variables when necessary.
- C. Able to understand and write scripting code for administration functions, code for Microsoft Access database, VB scripts, excel when needed.
- D. Have a good understanding of CTDN data process.
- E. Creates data flow diagrams when requested.
- F. Able to run prescript or prebuilt data reports as needed (Excel, SPSS, SQL, Crystal Reports or other)
- G. Provision of front end CTDN portal support. Responsible for designing lists that require data analysis. Creates KPI's and dashboards requested by management. Provide Tier 2 support for the portal.

## COMPUTER SYSTEM/TECHNICAL SUPPORT:

- A. QA's all laptop and desktop configurations using the configuration set forth by the IT supervisor II.
- B. Provides computer, telecommunication and applications training, orientation, and assistance to personnel as requested.
- C. Works in conjunction with the IT supervisor II to roll out new hardware or software.
- D. Works in conjunction with the IT supervisor II to create systems and best practices.
- E. Works with the IT supervisor to lead, facilitate the IT projects.
- F. Provides CTDN IT helpdesk support coverage.
- G. Creates educational framework that educates staff on using laptops, desktops, smart handheld, call routing, etc. Works with the IT Technician to create ongoing IT training for the IT department.

May be required to perform other duties as assigned.

### Job Qualifications:

<i>Education:</i>	Minimum Requirement: College Degree from a four-year college with a concentration in computer related fields or trade school with concentration in computer information system/technical support or programming development; A.S or B.S. Maybe supplemented with 4 years or more of business experience performing similar tasks.
<i>Experience:</i>	Minimum Requirement: 2 year working as an IT Technician at an Organ Procurement Office or similar environment providing server system support.  Preferred: Prior database analytical experience and computer technical support.
<i>Location:</i>	Assigned CTDN Oakland office. All CTDN offices are non-smoking facilities.
<i>Travel:</i>	The IT Coordinator may be required to travel both in and out of state by personal auto, rental car, or air in order to meet the duties and responsibilities of the position. Company reimbursement for personal auto use while on the job is consistent with IRS guidelines.
<i>Work Hours:</i>	Assigned Oakland office hours are 9:00 am 5:30 pm, Monday through Friday. Overtime may be required as job demands. Overtime in such instances must be approved by the IT Manager or IT Supervisor II.

**Deadline for submissions** Applications accepted until position filled.

**Contact** Please send resume and cover letter to the Human Resources Department at [careers@ctdn.org](mailto:careers@ctdn.org). No phone calls accepted.

**Other** We offer competitive salary and comprehensive benefits,  
EOE. ONLY QUALIFIED APPLICANTS WILL BE CONSIDERED AND/OR NOTIFIED