



METROPOLITAN NASHVILLE GENERAL HOSPITAL JOB DESCRIPTION AND PERFORMANCE EVALUATION

Job Requirements:

Class/Title:	Network Manager	Class #:
Department:	Information Systems	FLSA Status:
Reports To:	Director of Information Systems	EEO Category:

JOB SUMMARY: The Network Manager provides installation, troubleshooting, hardware and software support, and system administration for our Novell Netware and Microsoft NT based networks. The Network Manager also manages the HelpDesk, network infrastructure (cabling and hubs), and acts as a resource for PC technical support issues.

EDUCATION REQUIRED: Completion of an Associates degree or Bachelors degree in computer technology or equivalent required.

LICENSURE/CERTIFICATIONS REQUIRED: None required. CNE and MCSE desirable.

EXPERIENCE/KNOWLEDGE REQUIRED: Must have a minimum of 3 years prior experience working with PCs and networks, including hardware and software installation and troubleshooting, in a networked environment. Must have at least 2 years system administration with Novell Netware 4.x and Microsoft NT 4.x, and be familiar with TCP/IP and IPX/SPX protocols. Must possess excellent customer service attitude.

AGES OF PATIENTS SERVED: N/A

Physical and Environmental Requirements:

CONTINUAL

FREQUENT

OCCASIONAL

Lifting, carrying, pulling, pushing up to 30 lbs.
standing, walking, sitting
climbing stairs
bending, stooping
seeing, hearing, talking
finger/hand dexterity

MAY BE EXPOSED TO

Type of Evaluation:

ANNUAL

Evaluation Period:

Instructions:

Select the type of evaluation being conducted and indicate one of the following scores for each job standard evaluated:

1 = Below Standard

2 = Meets Standard

3 = Exceeds Standard

To compute the total score for each section, add the score given for each job standard and divide by the number of job standards evaluated, then multiply the result by the assigned weight percentage (for those standards that do not apply to the job performed indicate "NA" and do not count them as standards scored). To compute the overall evaluation score, add each section total and round to the hundredth. An overall evaluation score below 1.95 should include, under the Evaluator's Comments Section, a follow-up evaluation date (30, 60, 90 days) and a plan of action to address each identified area of concern. All evaluations should establish specific, measurable goals/objectives with target dates for completion for the next evaluation period in addition to addressing those job standards receiving a below standard score (1). Obtain the appropriate signatures and return to the Human Resources Department in accordance with established Hospital policies.

Employee Name:

DEMONSTRATES KNOWLEDGE AND ABILITY TO CORRECTLY PERFORM THE FOLLOWING DUTIES:**1. PC NETWORK ADMINISTRATION AND TECHNICAL SUPPORT (40%)**

- _____ Properly maintains Novell Network, including performing all Netware administration tasks
- _____ Properly maintains Mail server, including performing mailbox administration
- _____ Troubleshoots and corrects any problem associated with the Netware, Exchange or Kronos servers or applications
- _____ Ensures backup operations are performed successfully and that backup tapes are rotated and stored securely on all on-site servers
- _____ Periodically tests backup procedures by performing restore processes; restores data from backup tapes as needed by users
- _____ Completes assigned Help Desk tickets/tasks thoroughly and in a reasonable time frame
- _____ Demonstrates proficiency in tracking Help Desk tickets/tasks and using the HelpDesk database application
- _____ Demonstrates good network, hardware, and software trouble-shooting practices
- _____ Trains IS staff on the operation of network hardware, software, administration and backup procedures
- _____ Keeps network documentation updated, including procedure/instruction manuals for backups, and downtime logs
- _____ Takes care of and appropriately uses testing equipment and software
- _____ Installs and maintains Netware and NT-based application software packages and operating system patches/updates
- _____ Installs and maintains all network equipment
- _____ Maintains a thorough and current knowledge of operating systems: Microsoft Windows (Win 95/98/2000/NT4) and Novell Netware 3.x and 4.x.
- _____ Maintains a thorough and current knowledge of PC-based application software, such as the Microsoft Office Suite, Outlook (97/98), AntiVirus software, and other application software packages.

TOTAL POINTS = (_____ / 15) x .40 = _____

2. MANAGEMENT OF TECHNOLOGY (25%)

- _____ Coordinates the maintenance of equipment through proper channels and maintains service records
- _____ Maintains an accurate software inventory, including software licenses
- _____ Maintains license compliance; ensures no unauthorized software is installed
- _____ Maintains an accurate hardware inventory including serial numbers and metro ID tag numbers of all PCs, printers, peripherals and network equipment
- _____ Manages rollout of new equipment (such as PCs and printers) in a timely manner
- _____ Manages issues related to Help Desk, such as coverage, work flow, assignments, etc.
- _____ Advises and assists in the acquisition of PCs, printers, peripherals and network equipment
- _____ Surpluses old equipment in a timely manner and according to policy
- _____ Maintains current network diagrams
- _____ Accepts accountability for completion of tasks under your direction
- _____ Demonstrates effective management and supervision of other staff
- _____ Attends Metro IS meetings as necessary

TOTAL POINTS = (_____ / 12) x .25 = _____

3. COMMUNICATIONS, PROFESSIONALISM AND CUSTOMER SERVICE (20%)

- _____ Effectively interacts and communicates with PC users, hospital personnel, Metro IS and vendors
- _____ Demonstrates good customer service attitude
- _____ Demonstrates respect, cooperation and support for co-workers
- _____ Attends called meetings and communicates pertinent and accurate information
- _____ Maintains strict confidentiality in all matters relating to patients and hospital staff
- _____ Fosters a team attitude among co-workers
- _____ Keeps the Information Systems Director apprised of significant situations, concerns, and problems
- _____ Serves as a resource to IS staff on all technical issues
- _____ Demonstrates a professional image, uses correct etiquette, and conducts oneself in a professional manner at all times
- _____ Utilizes appropriate channels to escalate problems and exercises good judgement about when to escalate problems
- _____ Identifies and appropriately communicates problems in the department and actively participates in resolution methods

TOTAL POINTS = (_____ / 11) x .20 = _____

4. DEPARTMENTAL RESPONSIBILITIES AND LEADERSHIP (15%)

- _____ Participates in continuing education as required to maintain credentials and to enhance knowledge and skills
- _____ Complies with established policies and procedures
- _____ Accepts job responsibilities, adheres to established dress code, attendance guidelines and uses vacation/leave time appropriately
- _____ Uses work time productively, limits personal phone calls, personal written communications, visitors, etc., to break and meal times

- _____ Maintains a safe, orderly and neat work environment
- _____ Demonstrates flexibility in working hours, shifts/schedules in order to meet staffing requirements
- _____ Strives to improve the overall effectiveness of the department, inputs good ideas
- _____ Demonstrates knowledge of and adheres to hospital and departmental fire and safety regulations and disaster plans
- _____ Participates in performance improvement programs and ensures compliance with JCAHO standards
- _____ Demonstrates and utilizes effective leadership and decision making skills
- _____ Assumes on-call coverage as needed
- _____ Minimizes waste of resources; looks for opportunities to save/conserves or better utilize resources
- _____ Willingly performs other duties as assigned and directed to the satisfaction of the supervisor

TOTAL POINTS = (_____ / 13) x .15 = _____

ADD TOTAL POINTS = _____

PERFORMANCE EVALUATION COMMENTS
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Merit Increase
Recommended

_____ Yes

_____ No

Completion of Annual Employee Health
Screening (Within previous 12 months)

_____ Yes, Date Completed _____

_____ No

Mandatory Hospital Annual
In-Service (Within 12 months)

_____ Yes, Date Completed _____

_____ No

_____ Not Applicable.

(If no, explain reason under Evaluator's Comments Section)

EVALUATOR'S COMMENTS _____

GOALS/OBJECTIVES**TARGET COMPLETION DATES**

EMPLOYEE'S COMMENTS _____

This job description is not intended to be all inclusive. An employee will also perform other reasonably related job duties and responsibilities as assigned by immediate supervisor and other management as required. This organization reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract.

Employee's Signature_____
Date_____
Evaluator's Signature_____
Date_____
Department/Division
Signature_____
Date_____
Human Resources
Review_____
Date

**Employee's signature does not necessarily indicate agreement with this evaluation, but does denote complete review and discussion with the evaluator.

**METROPOLITAN NASHVILLE GENERAL HOSPITAL
JOB DESCRIPTION AND PERFORMANCE EVALUATION**

Class/Title: Applications Manager	Class #:
Department: Information Systems	FLSA Status:
Reports To: Director of Information Systems	EEO Category:

Job Requirements:

JOB SUMMARY: The Applications Manager oversees and provides hands-on support for all hospital-based application programs, manages new releases, trains users, and assists with Help Desk coverage.

EDUCATION REQUIRED: Bachelors degree in a related field, or 8 years prior experience in healthcare information systems with ever increasing roles of responsibility.

LICENSURE/CERTIFICATIONS REQUIRED: None required.

EXPERIENCE/KNOWLEDGE REQUIRED: Experience and knowledge of hospital clinical and financial systems. Minimum 3 years prior experience as a systems analyst, data analyst, application developer, system administrator, user support specialist and/or applications trainer. Minimum 2 years managing people and projects. Proven track record in successfully handling several concurrent, intense and high priority projects over an extended period of time.

AGES OF PATIENTS SERVED: N/A

Physical and Environmental Requirements:

CONTINUAL

FREQUENT

standing, walking, sitting
climbing stairs
bending, stooping
seeing, hearing, talking
finger/hand dexterity

OCCASIONAL

Lifting, carrying, pulling, pushing up to 30 bs.

MAY BE EXPOSED TO

Type of Evaluation:

ANNUAL

Evaluation Period:

Instructions:

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Employee Name:

DEMONSTRATES KNOWLEDGE AND ABILITY TO CORRECTLY PERFORM THE FOLLOWING DUTIES:**1. APPLICATIONS SUPPORT (35%)**

- _____ Analyzes data output, troubleshoots and corrects any problem associated with hospital-based applications.
- _____ Sets up, configures, codes, tests, debugs, implements and provides on-going user support for applications.
- _____ Ensures daily operational activities (nightly maintenance, backups, etc.) are performed successfully.
- _____ Completes assigned Help Desk tickets/tasks thoroughly and in a reasonable time frame
- _____ Demonstrates proficiency in tracking Help Desk tickets/tasks and using the HelpDesk database application
- _____ Trains users on various hospital-based applications; instructs users on application use, data entry and reporting features, both in a classroom and one-on-one.
- _____ Creates or modifies documentation as necessary; maintains system downtime and maintenance logs.
- _____ Responsible for installation, maintenance, and quality assurance of applications, releases, system patches/updates, and queries.
- _____ Devises or modifies application procedures and/or queries to solve complex problems.
- _____ Understands and demonstrates proficiency using MNGH networks (LAN and WAN), email system, PCs, MS-Windows, MS-Office Suite, and other standard applications.
- _____ Prepares detailed specifications from which programs and/or queries will be either written or purchased.
- _____ Interacts with vendors and systems technical support personnel for resolution of operational and technical problems.
- _____ Provides senior-level (second-tier) on-call support.
- _____ Acts as a resource on MNGH systems and applications for users and IS staff.

TOTAL POINTS = (_____ / 14) x .35 = _____

2. MANAGEMENT OF INFORMATION SYSTEMS (35%)

- _____ Leads projects; supervises and directs resources; manages teams for the installation of systems and applications.
- _____ Demonstrates good organizational and project management skills.
- _____ Provides effective leadership; staff respects and readily accepts direction from him/her.
- _____ Successfully handles several concurrent, intense and high priority projects over an extended period of time.
- _____ Assists Director in preparing staff performance evaluations and corroborates on all staff-related issues.
- _____ Provides input to policy level direction regarding applications; assists in determining future hardware and software requirements.
- _____ Coordinates problem resolution status and timeframes with user departments and vendors.
- _____ Communicates directly with key vendors on problem resolution.
- _____ Attends hospital committee meetings, plans meetings, outlines project steps, provides leadership on IS issues (internal and external to the IS Department).
- _____ Manages and performs activities aimed at maintaining consistent systems and applications availability.
- _____ Accepts accountability for completion of tasks under your direction
- _____ Assists and consults with Network Manager on projects and coordinates activities.
- _____ Hires, trains, supervises and evaluates the performance of others within the department.
- _____ Consults with the Director on key IS issues and large-scale projects; assists in the selection and preparation of new systems or components.

TOTAL POINTS = (_____ / 14) x .35 = _____

3. COMMUNICATIONS, PROFESSIONALISM AND CUSTOMER SERVICE (15%)

- _____ Effectively interacts and communicates with users, hospital personnel, Metro IS and vendors
- _____ Demonstrates good customer service attitude
- _____ Demonstrates respect, cooperation and support for co-workers
- _____ Attends called meetings and communicates pertinent and accurate information
- _____ Maintains strict confidentiality in all matters relating to patients and hospital staff
- _____ Fosters a team attitude among co-workers
- _____ Keeps the Information Systems Director apprised of significant situations, concerns, and problems
- _____ Demonstrates a professional image, uses correct etiquette, and conducts oneself in a professional manner at all times
- _____ Utilizes appropriate channels to escalate problems and exercises good judgement about when to escalate problems
- _____ Identifies and appropriately communicates problems in the department and actively participates in resolution methods

TOTAL POINTS = (_____ / 10) x .15 = _____

4. DEPARTMENTAL RESPONSIBILITIES AND LEADERSHIP (15%)

- _____ Assumes managerial responsibilities in the CIO's absence.
- _____ Continues to keep his/her knowledge-base current in IS technology and in healthcare applications.

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- _____ Complies with established policies and procedures
 - _____ Accepts job responsibilities, adheres to established dress code, attendance guidelines and uses vacation/leave time appropriately
 - _____ Uses work time productively, limits personal phone calls, personal written communications, visitors, etc., to break and meal times
 - _____ Maintains a safe, orderly and neat work environment
 - _____ Demonstrates flexibility in working hours, shifts/schedules in order to meet staffing requirements
 - _____ Strives to improve the overall effectiveness of the department, inputs good ideas
 - _____ Demonstrates knowledge of and adheres to hospital and departmental fire and safety regulations and disaster plans
 - _____ Participates in performance improvement programs and ensures compliance with JCAHO standards
 - _____ Demonstrates and utilizes effective leadership and decision making skills
 - _____ Assumes on-call coverage as needed
 - _____ Minimizes waste of resources; looks for opportunities to save/conserves or better utilize resources
 - _____ Willingly performs other duties as assigned and directed to the satisfaction of the Director
 - _____ Assumes managerial responsibilities in the Director's absence.

TOTAL POINTS = (_____ / 15) x .15 = _____

ADD TOTAL POINTS = _____

PERFORMANCE EVALUATION COMMENTS
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Merit Increase
Recommended

_____ Yes

_____ No

Completion of Annual Employee Health
Screening (Within previous 12 months)

_____ Yes, Date Completed _____

_____ No

Mandatory Hospital Annual
In-Service (Within 12 months)

_____ Yes, Date Completed

_____ No

_____ Not Applicable.

(If no, explain reason under Evaluator's Comments Section)

EVALUATOR'S COMMENTS

GOALS/OBJECTIVES**TARGET COMPLETION DATES**

EMPLOYEE'S COMMENTS

This job description is not intended to be all inclusive. An employee will also perform other reasonably related job duties and responsibilities as assigned by immediate supervisor and other management as required. This organization reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract.

Employee's Signature_____
Date_____
Evaluator's Signature_____
Date_____
Department/Division
Signature_____
Date_____
Human Resources
Review_____
Date

**Employee's signature does not necessarily indicate agreement with this evaluation, but does denote complete review and discussion with the evaluator.