

COMMUNITY HEALTH PARTNERS, INC.

Community Health Partners (CHP) believes that each employee makes a significant contribution to our success. That contribution should not be limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties, qualifications and job scope, but not limit the employee nor CHP to just the work identified. It is our expectation that each employee will offer his/her services wherever and whenever necessary to ensure the success of our endeavors.

Job Title IT field Support
Position Rating Non-Exempt

JOB SUMMARY: Under the general supervision of the CHP IT Director, functions as a member of the computer support team. Provide technical assistance to computer system users. Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming. Answer questions or resolve computer problems for clients in person, via telephone or from remote location. Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems which enhance community health and outcomes.

ESSENTIAL JOB FUNCTIONS

1. Install and perform minor repairs to hardware, software, and peripheral equipment, following design or installation specifications
2. Set up equipment for employee use, performing or ensuring proper installation of cable, operating systems, and appropriate software.
3. Maintain record of daily data communication transactions, problems and remedial action taken, and installation activities.
4. Answer users' inquiries regarding computer software and hardware operation to resolve problems
5. Hardware and peripheral equipment daily trouble shooting and maintenance.
6. PC operating system expertise and scheduling of routine maintenance and upgrades.
7. Work with NextGen software to help support CHP.
8. Run wires and help maintain our switch network.
9. Responsible for improving IT end user support and follow up with all user requests.
10. Work across multiple sites, five days a week. (Travel and transportation required).
11. Document all reported problems and resolutions in call tracking system in a manner that programmers, QA analysts, and other customer support specialists can further analysis and learn from these issues.
12. Participate in after-hours on-call support when necessary.
13. Further the mission of CHP through active support of the strategic goals
14. Read technical manuals, confer with users, and conduct computer diagnostics to investigate and resolve problems and to provide technical assistance and support.
15. Other technology functions as required.
16. Troubleshoot client concerns, educate clients on proper use of the Software/hardware and champion critical issues throughout the company. Serve as the primary client contact during daily phone support, monitor and follow-up on Issues, and work through all client issues in a timely and efficient manner
17. Travel to other sites, as needed

Skills and Abilities

1. Experience working with limited resource population.
2. Be a Critical Thinker - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
3. Be an Active Listener - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times
4. Ability to work with grace under pressure
5. Service Orientation - Actively looking for ways to help people.

6. Ability to work in a team and to share responsibilities and duties
7. Ability to resolve interpersonal conflict in a straightforward and timely manner
8. Ability to set priorities, be organized, and be a self-starter
9. Ability to be friendly, empathic and an adept communicator.
10. Ability to treat both staff and patients with respect.
11. Ability to navigate technology efficiently
12. Ability to gracefully accept and respond to feedback

Essential Physical Requirements

	Occasionally (1%-33% of day)	Frequently (34%-66% of day)	Continuously (67%-100% of day)
Sitting			X
Standing	X		
Walking		X	
Speaking/Hearing		X	
Seeing			X
Hand/Wrist Work (ie. Keyboarding)			X
Pushing/Pulling		X	
Fine Manipulation		X	
Grasping		X	
Reaching		X	
Bend		X	
Kneel	X		
Squat	X		
Climb	X		

Lift 1-10 lbs		X	
Lift 11-20 lbs		X	
Lift 21-50 lbs		X	

*Ordinary ambulatory skills needed to visit all CHP sites.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

JOB QUALIFICATIONS:

Education:

2 year technical college in IS or 5 year's experience. In addition, it is preferred that the IT Technical Support Specialist has qualifications in: A+ Certification.

Experience:

This position typically demonstrate baseline working knowledge of routine work applications; follow standard principles and systems and use appropriate terminology associated with a particular field of specialization; participate as a team member in a collaborative environment within a diverse workforce; actively contribute to completion of team goals and assigned tasks; clearly communicate information, ideas, or instructions verbally and in writing; follow recommended approach to assigned work to facilitate achievement of desired results; ensure safe practices and environmental consciousness are exhibited in decisions; typically work under direct and frequent supervision while performing routine duties using established procedures with detailed instructions. Office experience in a health care facility preferred. Applicant must be proficient with PCs, Thin Clients, Printers, and Switches, CAT 5 wiring, Patch panel setup, documentation and all Desktop OS configurations.

I have read the job description above and had any questions answered.

Employee

Date