

Northwest Colorado Health

IT Technician

General Statement of Duties:

Responsible for one or more components of staff training, software troubleshooting, and installation, repair, configuration, and modification of, and technical assistance with, computer hardware, software, and network systems, including Electronic Medical Records systems and related reporting.

Supervision Received:

Reports to the Technology Coordinator.

Supervision Exercised:

None.

Essential Functions:

1. Assists in maintaining, upgrading, and troubleshooting agency information and communication systems.
 - Set up new computers, install and configure software, perform hardware upgrades.
 - Perform basic network functions such as adding and deleting users, changing passwords, and adding new email accounts.
 - Able to train and guide users in a variety of tasks, such as remote connectivity, assistance with office productivity software (such as Word, Excel, Outlook)
 - Troubleshoot users' computer problems and general network problems. Maintain problem logs and serve as primary contact to designated software, hardware and network-related vendors.
 - Provides day to day IT Help Desk and Desktop support.
2. Technicians may also set up computer equipment, schedule maintenance and teach clients to use programs.
 - Other job duties can include minor repairs and computer parts ordering.
3. May also provide basic programming and support for telephone, voicemail, and other communication needs.

Education:

High school diploma/GED or Associate's degree required, Bachelor's degree in a health related area, information technology, CompTIA A+ or MCSE Desktop certificates, computer science, or related field preferred.

Experience:

1. One to three years of experience, may require platform-specific certification, computer repair certification.
2. Experience in health care preferred.

Requirements:

1. If car is used, must provide proof of adequate insurance coverage totaling \$300,000 and valid Colorado driver's license.

Skills:

1. General office skills.
2. Organizational and communication skills required.
3. Exercise independent judgement and discretion with regards to matters of significance.

Knowledge:

1. Knowledge of current technology trends and software programs.
2. Understanding of health care environment.
3. Knowledge of advanced software applications.

Abilities:

1. Ability to effectively communicate technical recommendations and explanations both verbally and in writing to non-technical employees.
2. Ability to work independently as well as in a committee / group environment.
3. Strong ability to prioritize and problem-solve.
4. Ability to maintain productive relationships with other management staff and employees.

Equipment:

1. Daily use of telephone, copier, computer, and other office equipment.

Working Conditions:

1. Position is in a well lighted, accessible office environment, and involves sitting approximately 90% of the day, walking or standing the remainder.
2. Essential to have the ability to lift, carry, push and pull up to 25 pounds.
3. Essential to have the ability to stoop, crawl, climb, kneel, bend, crouch, twist, and reach.
4. This position meets the criteria for Category 3 of OSHA's guidelines for exposure to biohazards.

This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.

I, _____ acknowledge that on this date, I have received the following job description for my present position.

Signature of Employee: _____

Date: _____