

JOB TITLE: IT Technician Assistant

LOCATION: Administration

DEPARTMENT: IT

FLSA STATUS: Non-Exempt/Hourly

REPORT TO: IT Manager

created 08/2020

PRIMARY ACCOUNTABILITY

Work with the IT Manager, IT Technicians and contracted IT partners to monitor and maintain the Family Health Centers (FHC) technology systems. Work closely with employees, software vendors, other consulting expertise/services, in keeping computer systems up-to-date. Responsible for assisting with networks, equipment, help desk support and system security.

PRIMARY JOB RESPONSIBILITIES

- With guidance from the IT Manager and IT Technicians, assist employees with installation, configuration and ongoing usability of new system hardware and software, including in part;
 - Networking equipment
 - Company desktop/laptop computers
 - Company Tablets/Smartphones
 - Phone system
 - Faxing
 - Projectors and presentation equipment
 - Electronic medical/dental/pharmacy systems support
 - Applications support
- Offer daily operations and systems support to employees
- Verify functionality of hardware and software components
- Troubleshoot hardware and software issues in person, remotely and via phone
- Assist employees with computer or computer related issues and answer their questions
- Train employees in new and updated software as well as best practices for HIPAA compliance
- Manage and control potential software and hardware security issues as they arise
- Advocacy requirements;
 - Treat all patients with dignity and respect
 - Provide excellent customer service
 - Conform to JCAHO and HIPAA regulations
 - Protected Health Information (PHI) Compliance

GENERAL DEVELOPMENT

1. Requires advanced organizational skills, in order to organize projects or the work of others.

Family Health Centers – Job Description

2. Job responsibilities require individual development of priorities for effective performance of duties, including re-prioritization in response to changes in circumstances.
3. Ability to devise effective solutions to situations encountered which include not just the specific issues related to the function, but the general concerns of the organization.
4. Work requires the incorporation of departmental/functional processes into the overall functioning of the organization.

PROFESSIONAL & TECHNICAL KNOWLEDGE/QUALIFICATIONS

- **Required:** Experience with cloud technologies and remote management tools.
- **Required:** Employee must be able to work hours as scheduled, which may include Saturdays, evenings or extended hours.
- **Preferred:** Associate’s degree in computer and network administration, industry standard certification such as A+/Network+ or a minimum of two (2) years of equivalent experience implementing and maintaining computer systems.
- **Preferred:** A minimum of six (6) months experience in a healthcare environment.
- **Preferred:** A strong knowledge of how to use various tools and the ability to use them efficiently

WORK ENVIRONMENT

- Work is performed in an office environment, but may occasionally require physical work in difficult environments.

COMMUNICATION SKILLS

- 1) Employee is required to effectively communicate using FHC’s core values; the **Core Dimensions**
 - a) **Respect**—using manners and appropriate language; maintaining a person’s dignity and confidentiality; giving credit where due; asking others for their input and feedback
 - b) **Empathy**—to show someone you understand what they are feeling without judgment; engaged listening with no distractions; acknowledgment and paraphrasing; eye contact
 - c) **Genuineness**—tone of voice and body language are congruent; showing consistent behaviors over time; integrity (follow-through and follow-up); humility (admitting when a mistake is made)
 - d) **Specificity**—what details can you give so someone knows what “excellence” looks like; models or samples; one-on-one mentoring; alternate plans
- 2) Job duties require employee to provide excellent customer service to all internal and external customers
- 3) Job duties require the employee to effectively communicate basic or non-technical information to co-workers and others in informal and formal settings
- 4) Job duties require the effective communication of information in written (including electronic) correspondence

TYPICAL PHYSICAL DEMANDS

Physical Requirements	N/A	Rarely (1-12%)	Occasionally (13-33%)	Frequently (34-66%)	Regularly (67-100%)
Standing				x	
Walking					x
Climbing		x			
Sitting					x
Stooping / Kneeling			x		
Lift/Carry up to 15 lbs.			x		
Lift/Carry up to 30 lbs.			x		
Lift/Carry up to 50 lbs.			x		
Push/Pull up to 25 lbs. of exertion			x		
Push/Pull up to 50 lbs. of exertion			x		
Work below waist level			x		
Work at waist to shoulder level					x
Work above shoulder level			x		
Reach further than arm's length			x		
Fingering					x
Grasping / Holding					x
Talking					x
Hearing					x
Seeing					x
Work in confined spaces		x			
Exposed to extreme temperatures		x			
Operate tools or machinery (incl.office equip.)					x
Operate motorized vehicles/equipment				x	
Work at heights balancing		x			
Use/exposed to hazardous substances		x			

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.

Signature below acknowledges that I have received a copy of my job description.

Employee Signature *Date*

Witness Signature *Date*