

JOB DESCRIPTION

POSITION TITLE:	IT Support Technician
LOCATION:	HOPE Clinic
REPORTS TO:	Chief Information Officer
EDUCATION:	High School diploma or GED; Associates degree in computer science, information systems or related field preferred.
WORK EXPERIENCE:	Minimum 2 years of relevant work experience or in an information technology role.
SALARY RANGE:	Starting at \$18/hour, DOE
FLSA STATUS:	Hourly, non-exempt
POSITION TYPE:	Full-time
LANGUAGE:	English; Bilingual is a plus!

HOPE Clinic provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

JOB SUMMARY:

The IT Support Technician's primary responsibility is to support daily technical operations at HOPE Clinic. This position will be responsible for supporting network and telephony communications, updating system hardware and software, troubleshooting system errors, and assisting team members in supporting all data security and optimization.

MAJOR DUTIES & RESPONSIBILITIES:

- Install and configure computer hardware, operating systems, and applications;
- Monitor and maintain computer systems and networks;
- Guide staff or clients through a series of actions, either face-to-face or over the telephone, to help set up systems or resolve issues;
- Troubleshoot system and network problems and diagnose and solve hardware or software faults;
- Replace parts as required;
- Provide support, including procedural documentation and relevant reports;
- Follow diagrams and written instructions to repair a fault or set up a system;
- Support the roll-out of new applications;
- Set up new users' accounts and profiles and deal with password issues;
- Prioritize job responsibilities to ensure that tasks get completed promptly;
- Establish a good working relationship with other employees and outside vendors;

- Identify user needs and assist in building and designing of IS/IT framework to work across all levels of the organization;
- Explore new technologies for future planning and potential implementation;
- Ensure that all information systems/technologies and networks operate according to internal standards, external accrediting agency standards, regulatory agencies, and legal requirements, including HIPAA;
- Participate in professional development efforts to ensure currency in healthcare practices and trends;
- Complete annual training programs within the required timeframe and regularly attend staff meetings;
- Maintain the strictest confidentiality;
- Comply with all State, Federal, and professional regulations as well as company and departmental rules, policies, and procedural manuals;
- Attend on-site/off-site community engagement activities and on-site/off-site clinic events as needed;
- Perform other duties as assigned to support HOPE Clinic's Mission, Vision, and Values.

QUALIFICATION REQUIREMENTS:

- Previous experience in a medical office setting and/or experience with an Electronic Medical Records system a plus;
- Customer service driven;
- Excellent organization and time management skills along with excellent oral and written communication skills;
- Strong team player;
- Ability to learn quickly, build and maintain long-term relationships and work with minimal supervision;
- Strong written and verbal communication skills; strong analytical, organizational, and time management skills required;
- Experience with web design is a plus!
- Must be fully vaccinated against COVID-19 with the recommended dosage.

TRAVEL REQUIREMENTS:

- Ability to travel to satellite sites and/or off-site locations for events or training as needed;
- Proof of liability and property damage insurance on the vehicle used is required.

EDUCATION and/or EXPERIENCE:

Associate or Bachelor's Degree preferred (or equivalent experience or certifications).

LANGUAGE SKILLS:

Ability to read, analyze, and interpret general health and social services guidelines, technical procedures, or governmental regulations. Ability to write reports, health correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups or patients, center staff, and the general public.

WORK COMPLEXITY/INDEPENDENT JUDGEMENT:

Work tasks are often straightforward, routine, structured, and guided by established policies and procedures. Little, if any, independent judgment is required, outside of making basic choices in the selection and application of established methods. The job receives frequent, ongoing supervision.

PROBLEM-SOLVING:

Decisions are made on routine matters affecting few individuals and usually within the confines of the job's own department. Specific job activities and results are typically reviewed closely. There are limited requirements for developing new ideas or changes in methods, procedures, or services.

COMMUNICATION/INTERACTIONS:

Information sharing - give and receive information such as options, technical direction, instructions, and reporting results. Interactions are mostly with customers, own supervisors, and coworkers in their own and other departments.

IMPACT OF DECISIONS:

Follow rules and procedures. Decisions can have minimal or no impact to HOPE Clinic. Errors can be readily detected, usually by the employee, and, if made, would result in minor expense for correction.

CUSTOMER RELATIONSHIPS:

Follow through with customer inquiries, requests, and complaints. Forward difficult and non-routine inquiries or requests to the appropriate level for resolution.

AMERICANS WITH DISABILITIES SPECIFICATION:

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 essential functions.

- While performing the duties of this job, the employee is regularly required to stand, sit, talk, hear, stoop, kneel, and use hands and fingers to operate a computer and telephone keyboard reach;
- Specific vision abilities required by this job include close vision requirements due to computer work;
- Ability to uphold the stress of assisting patients of diverse backgrounds;
- Regular, predictable attendance is required;
- Must have the ability to lift 50 lbs.

WORKING/ENVIRONMENTAL CONDITIONS:

Work is normally performed in a typical health clinic work environment which may or may not subject the employee to hazardous or unpleasant elements, noise, crowds, confined/restricted but fire hazard-approved desk spaces/rooms, and varying temperatures at

the clinic. There may be occasional off-site/outdoor assignments with exposure to heat/cold, wet/humid, dry/arid air, or temperatures.

HOPE Clinic is a smoke-free and drug-free workplace in compliance with federal guidelines.

Signature

Date

Full Name - Printed