

Northwest Colorado Health

Technology Coordinator

General Statement of Duties:

A salaried, exempt position that is responsible for implementing and troubleshooting the technical aspects of the organization's technology plans and policies, and keeping all information / communications systems operational.

Supervision Received:

Reports to the Chief Operating Officer.

Supervision Exercised:

None.

Essential Functions:

1. Responsible for 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.
2. Assist in the development, updating, and maintenance of information technology policies and procedures.
 - Performs system maintenance chores according to policy such as backup routines or monitoring available space on the server hard drives.
 - Monitors changes in user behavior and needs making recommendations to supervisor for changes as appropriate.
 - Implements and monitors security policies, assigning functional groupings for privileges, setting up users and passwords.
3. Assists with the procurement of new hardware, software, and other designated equipment.
 - Researches new/emerging technologies that may optimize operations and improve productivity and recommends to supervisor.
 - Maintains contact with IT suppliers / vendors and maintains knowledge of current technology, equipment, prices, and terms of agreements to minimize the investment required to meet service levels.

This description of responsibilities is intended to provide the essential functions of the position. These are only basic guidelines for meeting each responsibility. Additional responsibilities may be added, as appropriate.

Education:

High school diploma 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. Three to five years of information technology management or related area required.
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.

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

Signature of Employee: _____ Date: _____