

Northwest Colorado Health

IT Technician

General Statement of Duties:

Responsible for one or more aspects of staff training, software troubleshooting, and the installation, repair, configuration, and modification of computer hardware, software, and network systems. Provides technical support for systems including Electronic Medical Records (EMR) and related reporting tools.

Supervision Received: Reports to the Director of Administration.

Supervision Exercised: None.

Essential Functions:

1. Provides day-to-day IT Help Desk and desktop support, assisting with the maintenance, upgrade, and troubleshooting of the agency's information and communication systems.
 - Setting up new computers, installing and configuring software, and performing hardware upgrades
 - Performing basic network administration (e.g., adding/removing users, resetting passwords, creating email accounts)
 - Training and guiding users on remote connectivity and productivity software (Word, Excel, Outlook)
 - Troubleshooting hardware, software, and general network issues; maintaining issue logs
 - Serving as the primary point of contact for designated software, hardware, and network vendors
2. Technicians may also be responsible for setting up computer equipment, scheduling routine maintenance, and providing user training on software applications.
 - Additional duties may include performing minor hardware repairs and ordering computer parts as needed.
 - Technicians may also provide basic programming and support for telephone, voicemail, and other communication systems.

This description of responsibilities is intended to provide only basic guidelines for meeting each responsibility. Additional responsibilities may be added, as appropriate.

Education:

High school diploma or equivalent required. Bachelor's degree in a health-related area, information technology, CompTIA A+ or MCSE Desktop certificates, computer science, or related field preferred, not required.

Experience:

1. One year of IT experience required, three years preferred. Platform-specific certification, computer repair certification preferred, not required.
2. Experience in health care setting preferred, not required.

Requirements:

1. If car is used, must provide proof of adequate insurance coverage totaling \$300,000 and valid Colorado driver's license.
2. Current Immunization history.
3. TB Test upon hire.

Skills:

1. General office skills.
2. Organizational skills and be detail oriented.
3. Exercise independent judgement and discretion with regards to matters of significance.
4. Must have excellent communication skills, both verbal and written.
5. Must be able to function independently.

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, printers, 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. 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
(Print Name)

have received the following job description for my present position.

Signature of Employee: _____

Date: _____