

SUBJECT: JOB DESCRIPTION—HELP DESK SUPPORT TECHNICIAN

JOB TITLE: Help Desk Support Technician

DATE: January 2012

SUPERSEDES J/D DATED:

I. JOB DESCRIPTION SUMMARY

The basic function of the Help Desk Support Technician is to troubleshoot issues with IS applications and hardware within the company.

II. REPORTING RELATIONSHIPS

The Help Desk Support Technician reports directly to the Information Systems Manager.

No other positions report to the Help Desk Support Technician at this time.

III. REQUIREMENTS

A. Education

Required: High school graduate

Preferred: Technical degree or equivalent education/experience in computer operations.

B. Licensing/Registration/Certification

Required: None

Preferred: A+ or equivalent; other Microsoft Certifications

C. Experience

Required: Minimum of one year experience with functions related to wide variety of computer software and hardware, preferably in a health care setting.

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D. Skills, Knowledge and Abilities

Knowledge of operating systems, word processing, spreadsheets, databases, hardware and peripherals. Knowledge of how to operate and trouble-shoot computer equipment. Knowledge of customer services concepts.

Skill in organizing tasks. Skill in using customer service skills in dealing with frustrated users. Skill in masterful problem-solving. Skill in computer systems and applications. Ability to communicate clearly and effectively in user-friendly terms verbally and in writing. Ability to be a team player with effective interpersonal skills. Ability to solve problems and work independently. Ability to examine documents for accuracy and completeness. Ability to prepare reports in accordance with detailed instructions.

This position requires the ability and means to travel to various locations including, but not limited to other CIG/TEC offices, hospitals, and other sites. Must provide proof of automobile insurance with limits that meet or exceed State of Missouri requirements.

E. Physical

1. Body position: Sitting, standing, bending, reaching, stretching, stooping and lifting.
2. Body movements: Must have ability to bend, stoop, twist and work with computer equipment. May involve lifting up to 30 pounds of equipment.
3. Body senses: Requires normal range of hearing and eyesight to record, prepare and communicate appropriate documents.

F. Mental

Mathematics: Knowledge of basic mathematics.  
Language: Must read and write English above a high school level. Must be able to communicate effectively both verbally and in writing.

IV. WORKING CONDITIONS

Inside and sedentary, requires sitting for long periods of time. Work is performed in an office environment and at outside locations. Occasional stress in dealing with multiple tasks.

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V. ESSENTIAL FUNCTIONS

Eval. Score	Item
<b>DUTIES AND TASKS</b>	
1.	Assist in maintaining and implementing new or revised IS policies and procedures to support daily operational processes.
2.	Assist with the development, implementation and maintenance of network security including appropriate documentation.
3.	Responsible for investigating/solving software and hardware inquiries for users in a timely and courteous manner, support call routing, maintaining a log of problems and status using help desk software.
4.	Maintain and troubleshoot all communication systems (computer, telephone, voicemail, ACD) and maintain a problem tracking log. Contact maintenance services as needed. Update directories as required.
5.	Acts as a liaison between the corporation and IS vendors, facilitating communication, resolving problems and assisting the vendors to understand the role of the IS department.
6.	Assists with installation of telephone and computer systems at all office locations.
7.	Managing and maintaining current inventories of hardware and software.
8.	Orients, trains and provides guidance to new and existing employees on all systems and software following appropriate policies and procedures.
9.	Assists in evaluation of proposed hardware and software acquisitions. Assists in organization of formal presentations to CIG physicians (decision makers) and coordinates and interacts with internal departments, especially during testing and production support of new systems.
10.	Participates in meetings, establishes/maintains interdepartmental communications and undertakes special projects.
11.	Assists in insuring that the department is working within the goals and objectives of Consultants in Gastroenterology, P.C., administration, physicians and the quality of work performed meets the standards of the department as outlined by AAAHC.
12.	Assists in creating, editing and maintaining forms within the GE system.
13.	Assists in maintaining CIG web page and intranet site.
14.	Responsible for PASA report to State of Missouri (run report, submit via internet to State) to ensure all three Endoscopy Centers are compliant with regulations.
<b>JUDGMENT AND DECISION MAKING</b>	
15.	Demonstrates good judgment and reasoning when investigating and solving problems.
16.	Demonstrates good judgment in respecting the confidentiality of patient and employee information.
17.	Seeks guidance and direction in the performance of responsibilities and duties.
18.	Consistently acts as a customer service representative for the company.

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<b>RELATIONSHIPS WITH OTHERS</b>		
	19.	Works well with Information Systems Manager, contracted consultants, CEO and all others in positions of authority.
	20.	Maintains cooperative working relationship with all personnel.
	21.	Promotes a high degree of morale and spirit of motivation within the office. This includes the degree of cooperation, communication and coordination between this function and other employees.
	22.	Demonstrates ability to tactfully handle difficult situations.
<b>PLANNING AND TIME UTILIZATION</b>		
	23.	Consistently shows ability to recognize and deal with priorities.
<b>INITIATIVE</b>		
	24.	Performs all duties in an independent manner with minimal direction and supervision.
	25.	Recognizes and performs duties which need to be performed although not directly assigned.
<b>ATTENDANCE AND RELIABILITY</b>		
	26.	Does not abuse or take advantage of Personal Days Off.
	27.	Always provides proper notification and advance notice of absences.
	28.	Reports to work on time each day and after lunch and break periods.
<b>OTHER</b>		
	29.	Make reasonable efforts to limit the use and disclosure of (PHI) Protected Health Information to the Minimum Necessary in order to perform job.
	30.	Maintains a well-groomed appropriate appearance.
	31.	Maintains a clean, well-kept work area.
	32.	Follows all safety rules.
	33.	Attendance of (4) continuing education in-services in the past year.
	34.	Attendance of all general staff meetings and 75% attendance of department staff meetings per year.
	35.	Perform any other duties as may be assigned.

VI. ACKNOWLEDGEMENTS

I have reviewed and understand the above job description and believe it to be accurate and complete.  
I understand that management retains the right to change this job description at any time.

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

VII. APPROVALS

\_\_\_\_\_  
INFORMATION SYSTEMS MANAGER

\_\_\_\_\_  
Date