



Creating and Inspiring Healthier Lives.

Position Title:	Support Technician
Department:	Information Technology
Supervisor:	Information Technology Director
Supervisory Responsibilities:	None
FLSA Status:	Non-exempt

Summary:

The IT Support Technician performs a wide variety of analytic and support functions to ensure effective operations of Alluvion's IT systems for all departments. The IT Support Technician will provide support, maintenance and troubleshooting of endpoint devices such as desktops, laptops, phones, tablets, printers and performs other related duties as required or assigned.

The IT Support Technician has an overall understanding of common hardware, software and peripherals and the knowledge to independently install, maintain and troubleshoot issues to resolve most client device and software problems. The IT Support Technician will assist in the review of new system designs and major modifications for security implications prior to implementation. The IT Support Technician must demonstrate an overall knowledge of client, server and related systems and hardware and software integration to provide guidance, instruction and technical support to staff and departments as appropriate. This position acts as a primary escalation point for administration and security issues and provides periodic reporting on a variety of systems.

All employees will exhibit the following behavioral traits:

Integrity and Trust

Individual is widely trusted and can present information and discuss situations in an appropriate and helpful manner, keeps confidences, admits mistakes, doesn't misrepresent him/herself for personal gain. Is respectful in action and communication with clients, patients and staff.

Mission Integration

Adheres to the organization's mission during times of ease or challenge, is dedicated to the expectations and requirements of the mission and vision, acts in line with the values identified by Alluvion Health.

Team Relations

Understands and supports the team approach and integrated model of Alluvion Health. Is seen

as a team player, cooperative and supportive of his/her coworkers, practices what he/she preaches. Can be candid with peers and fosters open dialogue. Creates a feeling of belonging on the team and holds self and team accountable to those behaviors.

Essential Job Responsibilities:

1. Assists in the coordination and implementation of Alluvion Health's information technology systems and its components. This includes initiating, researching, developing, and recommending the implementation of systems and related policies and practices and providing advice and direction to ensure proper and consistent application;
2. Assists in developing, implementing, and monitoring policies consistent with state and federal laws, rules, regulations and recommends proposed policies and procedures. Alerts management of current and potential IT problems with recommendations for resolution to maintain compliance with state and federal regulations;
3. Tests and installs specific client applications and software packages;
4. Installs, tests, troubleshoots and maintains hardware and software products;
5. Provide training to users on hardware and specific software applications;
6. Provides software and hardware technical support to ensure clients' endpoint devices run efficiently;
7. Diagnoses and solves problems on endpoint devices;
8. Researches peripherals to find the appropriate solutions to make them function properly;
9. Sets up, installs, configures, and maintains individual endpoint devices (such as desktops, laptops, phones, tablets, printers etc.);
10. Troubleshoots hardware and software failures, restoring lost or corrupted data, and compatibility issues with hardware/software;
11. Ensure the components of the agencies' networks work together with the software applications throughout;
12. Maintains an active inventory of devices throughout the agency;
13. Knowledgeable of all new computer advances and advises management of potential improvements to Alluvion's existing systems;
14. Trains users and promotes security awareness to ensure system security;
15. Supports and maintains user account information including rights, security and systems groups;
16. Establishes regular check-points and performance indicators to prevent problems.
17. Takes constructive, timely action to remedy problems and consistently meets quality standards and deadlines;
18. Maintains and monitors security management technologies to include firewall and other system logs;
19. Implements and distributes approved policies and procedures for end users;
20. Documents, maintains, upgrades and replaces hardware and software systems;
21. Documents computer security policies, procedures and tests;
22. Prepares reports and recommendations regarding current activities, accomplishments, problems, and future organization needs;
23. Performs liaison duties between users, operations, and other personnel in the areas of system design, modifications, trouble-shooting or requests for IT services;
24. Troubleshoots software and hardware problems to ensure systems are operational and employees have access to computer programs and equipment;
25. Finds creative solutions that protect organizational information yet maximize computer access for employees and appropriate service providers, as warranted;

26. Performs other duties or projects as required to accomplish the objectives of the position.
27. Ensures compliance with HIPAA/HITECH;
28. Remain knowledgeable of IT staff's roles and responsibilities, as well as all areas of practice to provide continuity of services during position vacancies;
29. Maintains compliance standards in accordance with the HRSA compliance policies, HIPAA, HITECH, FTCA and the Code-of-Conduct and reports concerns timely and appropriately;
30. Performs a variety of other duties as assigned; which may include but are not limited to: directing or participating in special projects and events, conducting research, representing Alluvion Health at meetings and conferences, and attending continuing education and training events.

Knowledge, Skills and Abilities:

Knowledge and understanding of:

- Applicable data privacy practices and laws;
- Above average knowledge of mathematics required;
- Broad knowledge of information technology processing systems, concepts, and methodologies;
- Automated computer systems, electronic health records, Word, Excel, Internet, and Outlook;
- Network protocols and procedures;
- Current and potential future organizational operating systems and hardware;
- A variety of network components and the intricacies of diverse software products;
- Healthcare computer infrastructure and Information Services procedures, policies and organization;
- Safety rules, policies and procedures;
- HIPAA/HITECH Confidentiality Rules.

Skills:

- Diagnose and resolve endpoint and software problems;
- Operate a variety of software applications;
- Works independently while providing on-site installation, customer service, and technical installation and/or repair support per department or individual customer requests;
- Effectively use interpersonal and communication skills;
- Understand and use ticket tracking software and associated help desk software;

Ability to:

- Multi-task on diverse projects;
- Research detailed information and compile data;
- Effectively manage and relate to a diverse group of people;
- Maintain effective working relationships with Executive Team, Department Heads and employees;
- Interpret policy and procedures;
- Communicate effectively both verbally and in writing;
- Use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;

- Perform a wide variety of administrative and technical tasks with accuracy and speed under pressure of time-sensitive deadlines;
- Quickly learn and utilize new skills and knowledge brought about by rapidly changing information and/or technology;
- Make decisions in accordance with established policies and procedures;
- Handle confidential information with tact and discretion;
- Write reports, business correspondence, and procedure manuals;
- Read, analyze, and interpret periodicals, professional journals, technical procedures, or governmental regulations;
- Define problems, collect data, establish facts, and draw valid conclusions;
- Interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables;
- Maintain a broad current knowledge of all aspects of IT infrastructure, hardware, systems and software;
- Oversee server support in consultation with external vendor support contracts;
- Oversee installation of computer hardware.

Education/Experience/Qualifications:

Education/Training

- Associate's Degree in Computer Sciences or related field preferred and two (2) years of experience evaluating and resolving computer, system and user problems that include compatibility conflicts, application operations and hardware malfunctions and installing and maintaining computer hardware and software preferred;
- Or three (3) years of related professional experience;
- Experience in a Federally Qualified Health Center or Healthcare Setting preferred.

Experience/Certifications

- One-to-one IT training experience beneficial
- Desired previous or current experience/certifications:
 - Microsoft
 - A+/Net+
 - MCSE/MCSA
- Must possess a valid driver's license issued by the State of Montana.

Language Skills:

Fluent in the English language. Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints.

Physical Requirements:

- 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 the essential functions.

- The employee is regularly required to sit and use hands and fingers to operate computer;
- Frequently is required to reach with hands and arms;
- Must occasionally lift and/or move up to 50 pounds while transporting files, equipment, and supplies;
- Specific vision abilities required by this job include close vision and looking into monitors for extended periods of time and ability to adjust focus which permits the employee to perform computer procedures, and to produce and review a wide variety of documents, correspondence, reports and related materials in both electronic and printed form;
- Clarity of speech and hearing that permits the employee to communicate well with others;
- Mobility that permits the employee to move about in a variety of building settings; Personal mobility that permits the employee to enter, operate and exit motor vehicles and travel to other clinic sites.

Working Conditions:

- Work indoors in climate-controlled environment 95% of the time.
- OSHA Exposure Category #2 (*The normal work routine involves no exposure to blood, body fluids, or tissues, but exposure or potential exposure may be required as a condition of employment.*)

Work Hours:

- Full-time, exempt; typically, a 40-hour work week. Some evenings and weekend hours as needed

Comments:

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.

_____ Employee Signature	_____ Date
_____ Immediate Supervisor	_____ Date
_____ Human Resources Signature	_____ Date