



## VALLEY HEALTH TEAM

LIVE BETTER. VIVE MEJOR.

### JOB DESCRIPTION

POSITION:	END USER SUPPORT TECHNICIAN
REPORTS TO:	IT MANAGER
POSITIONS SUPERVISED:	NONE
CLASS:	REGULAR
CAT:	FULL-TIME
	NON-EXEMPT

### **BASIC FUNCTIONS:**

Under the supervision of the IT Manager, the End User Support Technician (Information Technology Support) is responsible for the support of hardware, software, and data related telecommunications. Installation and support will include, but not be limited to the following: file servers, application servers, PCs, hubs, printers, modems, wiring, communication links, email, terminal emulation, word processing, spreadsheets, presentation software, accounting software, telecommunication software, WEB support, development tools, and databases.

### **DUTIES AND RESPONSIBILITIES:**

1. Administer all user-facing IT equipment, including desktop computers, laptops, printers, and other equipment.
2. Install, configure and upgrade operating systems and software; configures and provides instruction in the use of software applications on desktop computers for employees.
3. Apply understanding of computer software and hardware to diagnose problems, determine appropriate course of action, provide complete follow-through to successful resolution or escalate to appropriate support technician and/or department.
4. Troubleshoot and support VHT applications, network connectivity, user accounts, network printing, and other desktop hardware/software issues; make repairs and corrections where required.
5. Work with other IT support staff to implement, maintain, and troubleshoot internal network connectivity for customer computing equipment.
6. Maintain, configure, and upgrade computer systems; perform minor computer repairs and coordinate vendor support for more critical repairs.
7. Maintain and update hardware and software inventories on desktop equipment.
8. Install, assemble and configure computers, monitors, network infrastructure and peripherals such as printers, scanners, and related hardware.
9. Act as a technical resource in assisting users to resolve problems with equipment and data; provide help desk support to facilitate exchange of information and advise fellow employees; implement solutions or notify outsource providers as required.
10. Maintain current knowledge of hardware, software and network technology and recommend modifications as necessary.
11. Occasionally required to perform job duties outside of normal business hours.
12. On a temporary basis, may be required to work at any satellite facility.
13. Contribute to team effort by assisting other departments as needed and while maintaining confidentiality of VHT's business.
14. Work cooperatively with all staff members and outside sources in a professional manner to deliver a high level of service.
15. Observe and practice all VHT Patient Experience Service Standards as outlined in "World Class Practices: My Commitment to Care (which I have read and signed). Practice CICARE when interacting with patients, their families, visitors, or internal customers.
16. Practice CICARE phone etiquette during all phone interactions.
17. Always exercise courtesy whenever patients, family members, visitors and co-workers are present.
18. Respect privacy and dignity of our patients, family members, visitors and co-workers.
19. Maintain professionalism in the presence of patients, their families, visitors and co-workers.

20. Act as a role model, verbally and behaviorally demonstrating skill, enthusiasm, positive problem solving, commitment and loyalty to the profession and the organization.
21. Follow applicable regulations: Joint Commission, OSHA, HIPAA, and CLIA.
22. Serves and protects the practice by adhering to professional standards, policies and procedures, federal, state, and local requirements, and The Joint Commission Accreditation of Healthcare Organization standards.
23. Perform other related duties, which may be inclusive, but not listed in the job description.

**MINIMUM QUALIFICATIONS:**

1. Two (2) years' experience and/or training or equivalent combination of education and experience in the information technology field.
2. Experience with Microsoft Currently Supported Windows Operating Systems and Microsoft Currently Supported Office Suite; user account creation and internet email configuration understanding.
3. Understanding of Cisco switches, routers and TCP/IP networking.
4. Excellent oral and written communication skills – be able to provide information in a clear and concise manner; good interpersonal skills
5. Maintain and enforce the highest level of quality standards and customer service
6. Ability to be flexible with work schedule and available to work at all site locations
7. Must have own transportation, valid California Driver's License and current proof of automobile insurance coverage.
8. Demonstrated ability to provide world-class patient experience using CICARE principles and practices. Ability to be proactive and to go above and beyond the call of duty; take initiative to provide a world class patient experience in all encounters via email, phone or in person.

**PREFERRED QUALIFICATIONS:**

Bachelor's Degree from an accredited four year college or university

Two (2) or more years' experience in managing desktops in a healthcare environment

Two (2) or more years' experience with NextGen or other electronic medical record working on the implementation of Practice Management and Electronic Medical Records in a medical practice setting with multiple site/regions.

**TYPICAL WORKING CONDITIONS:** The office setting is a normal work environment. Occasionally work during early morning, evening or weekend. May be subjected to temperature variances in the office.

**TYPICAL PHYSICAL DEMANDS:** Requires sitting, standing, or walking for up to eight hours a day. Some bending, stretching, or reaching may be necessary. Lifting up to 40 pounds may be required on occasion. Vision must be correctable to 20/20 and hearing must be in the normal range for telephone contact.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may come in contact with hazardous equipment such as liquid nitrogen, cleaning agents, and sharps. The noise level in the work environment is usually moderate but may become excessively loud with the increased patient flow during a busy clinic day.

I, the employee, understand the responsibilities and standards of my position as listed above, and I agree to fulfill them to the best of my ability. I understand I am an at-will employee and can be terminated at any time with or without cause. I also understand the Valley Health Team Inc. will not be responsible in any manner for termination's which are due to defunding of Federal or State Contracts. I also agree that the VHT Board of Directors have the right to modify the Personnel Policies which govern my employment at any time.

This organization is an Equal Opportunity Employer. It is our policy to comply with all applicable state and federal laws prohibiting discrimination in employment based on race, age, color, sex, religion, national origin, or other protected classification.

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Employee's Signature

\_\_\_\_\_  
Date