HOSPITAL IT SUPPORT TECHNICIAN I

NATURE OF WORK IN THIS CLASS:

This is routine to moderately technical work in providing support services for clinical systems and applications or other specialized information systems in a hospital computing environment.

An employee in this class provides electronic data processing technical support, end-user help desk support on information systems and technologies.

ILLUSTRATIVE EXAMPLES OF WORK: **(Any one position may not include all the duties listed, nor do the examples cover all the duties which may be performed).**

Respond to incoming requests from end users in person, via telephone and or electronic media for routine technical support assistance for clinical systems and applications or other specialized information systems in a hospital computing environment.

Identify and organize end user support calls according to priority and forward tickets to higher-level support personnel.

Assist in configuring software to ensure automation and routing workflows support timely resolution including, receipt, prioritization documentation and distribution.

Participate in continuous improvement of IT support policies, procedures and guidelines.

Maintain help desk trouble calls in log book or electronic ticketing system.

Troubleshoot minor hardware and support malfunctions and corrects them as directed by established troubleshooting policies and procedures.

Assist upper level Support Technicians in the installation of hardware, software and network assets as needed.

Process disposition of antiquated and unusable computer equipment and prepare equipment for survey based on established policies and procedures.

Conduct hardware and software inventory as directed and assist with yearly computer hardware and software asset inventory as needed.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of the practices, procedures and techniques of electronic data processing.

Knowledge of the operation of computer electronic equipment.

Knowledge of computer electronics.

Knowledge of computer peripheral equipment operation.

Ability to follow oral and written procedures of a technical nature.

Ability to read, sketches and diagrams.

Ability to work effectively with the public and employees.

Ability to understand and follow oral and written instructions.

Ability to communicate effectively, both orally and in writing.

Ability to identify and correct routine computer and peripheral failures and find solutions.

Skill in the routine maintenance and repair of computer equipment and systems.

MINIMUM EXPERIENCE AND TRAINING:

A) Two (2) years of experience in Hospital Information Systems and technology, help desk support, or IT technical support and graduation from a recognized college or university with an Associate's degree in Information Technology, Management Information Systems or related field; or

B) Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.

Hay Evaluation:

CI1	115
C2 (19%)	22
CNII	29
	166

Pay Grade-H

Eloy S. Lizama
Chairman, Board of Trustees

1/19/17

Date