

## HOSPITAL IT SUPPORT TECHNICIAN II

### **NATURE OF WORK IN THIS CLASS:**

This is moderately complex 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 and may provide lead work to other technicians.

**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).

Perform, monitor, document and manage system backup strategies for clinical systems and applications or other specialized information systems and technologies, including tape libraries, archival management, off-site backup storage and retrieval management in a hospital computing environment.

Process scheduled jobs and print reports when required.

Perform Initial Program Load (IPL) to reset system storage to allow optimum performance of the AS400 computer system.

Perform end of month procedures and conducts back up files to tape cartridge.

Diagnose moderately technical issues and evaluate, assess and repair virtual stations, personal computers, dumb terminals, computer peripherals and other hardware or software connected to a hospital network or AS400 computer systems.

Install, configure and test all virtual stations, personal computers, dumb terminals and network stations.

Conduct quality assurance pre-checks and ensure equipment meets standard preset installation packages.

Assist with the installation and troubleshooting of a hospital Local Area Network, VPN Tunnels, Wireless Repeaters, Security Appliances, network drops, termination points and configurations of network devices and workstations.

Monitor and maintain the Hospital physical servers; coordinate with system technicians for problem resolution as necessary; and work as part of a team to monitor the server for 24 hour operation.

Monitor, install and maintain operating and security systems software and related equipment.

Setup laptops, projectors and IP Phones for employee training, Webex and Skype conferences.

Enable AS400 user profiles and enroll users into the Order Communications application for user of iMed and AS400 systems.

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Access software updates, drivers, knowledge bases and frequently asked questions resources on the Internet to aid users in problem resolution.

Respond to hospital user requests for technical support assistance in person, via telephone or electronic media.

Conduct research on technical issues and resolves or redirect problems to appropriate technical resources.

Train users to work with new computer

**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, interpret and work from blueprints, 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 computer and peripheral failures and find solutions.

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

**MINIMUM EXPERIENCE AND TRAINING:**

- A) Three (3) years of progressively responsible 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.

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Hay Evaluation:

DI2	152
C3 (25%)	38
CIC	<u>43</u>
	233

Pay Grade – J



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Eloy S. Lizama  
Chairman, Board of Trustees

1/19/17  
Date