

Crusader Community Health

Job Description

Job Title: Help Desk Technician

Job Status: Non-Exempt

Job Grade: 18-H

Manager Title: Director of Information Technology

POSITION SUMMARY:

The Help Desk Technician will provide systems support to all departments of the organization. The position will assist the Director of Information Technology by ensuring that all incoming calls are answered and creating a ticket by documenting the reported issue and all pertinent details. This position is responsible for resolving incoming support calls at the first point of contact. Administrative tasks may include answering phone calls, supporting desktop hardware and software, managing software licenses, and creating user guides. The Help Desk Technician reports to the Director of Information Technology.

ESSENTIAL FUNCTIONS:

- Accountable for demonstrating the qualities outlined in the “Customer Service Standards of Excellence” program when interacting with patients, their families, friends, and fellow employees.
- Supports the Director of Information Technology in troubleshooting desktop hardware and software.
- Maintain informational pamphlets and product binders at the Help Desk.
- Implementation of desktop configuration management at the Help Desk level.
- Gather accurate technical information from employees on reported issues.
- Responsible for entering time and expenses as they occur.
- Provide professional end-user support via telephone, email, or web.
- Provide appropriate documentation on services provided and status updates as needed.
- Assist users with accessing and using IT systems.
- Track and route problems and requests, and document resolutions.
- Troubleshoot performance issues and issues with browsers and plugins.
- Answer all incoming calls while completing detailed documentation listing requests for technical assistance, steps taken to resolve them, and the specific dates and users involved.
- Support conference room equipment.
- Troubleshoot and resolve numerous and diverse technical support calls.
- Repair, maintain, upgrade, and document desktop and laptop hardware and software, as well as peripheral equipment.
- Troubleshoot and resolve software and hardware user support requests related to patient technology.
- Work with multiple platforms and systems used throughout the organization.
- Perform other duties as assigned by the Director of Information Technology and his/her designee.

QUALIFICATIONS:

Education:

- High school graduate or equivalent required.
- Associate's Degree in a computer-related discipline preferred; however, equivalent experience may substitute for education requirements.

Experience:

- Experience with the following:
 - Desktop-level environments
 - Microsoft 10 and higher, Mac OS, and Linux a plus
 - Microsoft Office 365 products

Knowledge of:

- Multi-function devices
- Mobile devices
- Remote access support tools and solutions
- Anti-virus, anti-spam, and malware solutions
- Detection and removal of viruses and malware
- Strong customer service and troubleshooting skills
- Networked devices
- Active Directory
- VOIP systems

Ability to:

- Follow all Crusader Community Health policies and guidelines
- Support the mission of the organization
- Communicate effectively
- Speak in front of a group of people
- Troubleshoot, diagnose, and find solutions
- Prioritize in accordance with project plans and timelines
- Multitask daily
- Remain organized in a fast-paced environment
- Present facts and recommendations effectively in oral and written form
- Identify and resolve problems associated with operating system malfunctions
- Work under stressful conditions
- Frequently deploy and rearrange hardware and cables both above and below desks
- Develop training manuals, user guides, and technical documentation
- Frequently drive to and from all Crusader facilities (Driver's License, Liability Insurance, and own transportation are required)
- Work with minimal or no supervision
- Work evenings and/or weekends as needed

- Display positive customer service skills
- Manage time effectively
- Think logically
- Show ownership of tasks and accountability to follow through
- Establish and maintain professional working relationships with all levels of staff, vendors, and patients
- Be detail-oriented
- Be part of a team unit and cooperate in the accomplishment of departmental goals and organizational objectives
- Be determined and self-motivated

Physical Requirement Form

Job Title: Helpdesk Technician

Physical Demands	Continuous over 70%	Frequent 40-60%	Occasional 15-39%	Rarely Up to 15%
Sitting	x			
Standing			x	
Walking			x	
Climbing				x
Bending			x	
Pushing / Pulling			x	
Carry/Lift 1-15lbs		x		
Carry/Lift 15-30lbs		x		
Carry/Lift 30-50lbs				x
Fine hand / Eye Coordination			x	
Exposure to Blood and Body Fluids				x
Exposure to Extreme Heat, Cold, Temp Fluctuations				x
Exposure to Hazardous Chemicals				x
Concentration on Detail	x			
Oral Communication	x			
Written Communication	x			

Crusader Community Health does not require nor does it expect that an employee lift over 50lbs unassisted. Objects in excess of 50lbs should be lifted or moved with mechanical means or a team lift.

Employee Signature: _____ Date: _____

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. They are representative to the knowledge, skills, and abilities 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.