Roosevelt General Hospital

Information Technology (IT) Technician
JOB DESCRIPTION

Position Title:	Information Technology (IT) Technician	Exemption Status:	Non-exempt
Job Classification:		Job Code:	
Department:	Information Technology (IT)		
Reports to:	Director of IT		
Last Update:	August 6, 2018		

Job Summary

This individual supports the management and maintenance of our IT infrastructures and networks. Ensuring user satisfaction and supporting the infrastructure by troubleshooting problems as they arise. This individual must be able to prioritize mission critical tasks and coordinate the construction and expansion of our systems so updates and other maintenance tasks do not interfere with daily operations.

Essential Functions

- Collaborate with other managers and supervisors in a team setting to reach organizational IT goals
- Monitor existing systems to ensure structural integrity
- Oversee the development and installation of new hardware and software
- Install and configure operating systems and other software and routinely test installed software for glitch detection and other issues
- Knowledge in basic networking configurations
- Be a technical resource to the organization, providing technical management of end user equipment
- Design and implement security systems and redundant backups to maintain data safety
- Utilize creativity to seek innovative solutions for IT workflows across the organization
- Manage security of network, systems and enterprise information
- Participate in IT projects or delegated task (as appropriate) for all IT related projects, upgrades, etc.
- Benchmark and make recommendations for the improvement of the IT infrastructure/ IT systems
- Participate in readiness for the facility IT security audits, surveys or investigations
- Maintain the necessary IT controls to guarantee that process standards are met
- Demonstrate confidence in self
- Exceptional networking skills and knowledge

Non-Essential Functions

- Perform other duties as assigned

Professional Requirements

- Adhere to dress code, appearance is neat and clean

- Complete annual education requirements
- Maintain patient confidentiality at all times
- Report to work on time and as scheduled
- Wear identification while on duty
- Maintain regulatory requirements, including all state, federal and local regulations
- Represent the organization in a positive and professional manner at all times
- Comply with all organizational policies and standards regarding ethical business practices
- Communicate the mission, ethics and goals of the organization
- Participate in performance improvement and continuous quality improvement activities
- Attend regular meetings and in-services

Qualifications
- Minimum of an Associate's Degree in information technology, computer science/engineering, information systems, or a related field is preferred
- Two to three years of experience in system engineering and IT support is required
- Knowledge of Windows 7 operating systems to current is required
- A+ and NET+ Certification is preferred
- Microsoft Certified Professional (MCP) is preferred
- Knowledge of Allscripts and/or McKesson Paragon software products is preferred

Knowledge, Skills, and Abilities
- Knowledge of Microsoft Office programs, ability to troubleshoot software issues and manage different operating systems
- Strong understanding of IT operations including service desk, desktop and server support, networking, network security and computer operations
- Knowledge of computer systems and corresponding support requirements
- Strong analytical skills in budgeting, planning and policy maintenance and development for IT across an organization
- Strong organizational and interpersonal skills
- Ability to determine appropriate course of action in more complex situations
- Ability to work independently, exercise creativity, be attentive to detail, and maintain a positive attitude
- Ability to manage multiple and simultaneous responsibilities and to prioritize scheduling of work
- Ability to maintain confidentiality of all medical, financial, and legal information
- Ability to complete work assignments accurately and in a timely manner
- Ability to communicate effectively, both orally and in writing
- Ability to handle difficult situations in a professional manner

Physical Requirements and Environmental Conditions
- Working irregular hours
- Physically demanding, high-stress environment
- Exposure to blood and body fluids, communicable diseases, chemicals, radiation, and repetitive motions
- Pushing and pulling heavy objects
- Full range of body motion including handling and lifting patients
- Position requires light to moderate work with 50 pounds maximum weight to lift and carry.
- Position requires reaching, bending, stooping, and handling objects with hands and/or fingers, talking and/or hearing, and seeing.

General Sign-off
The employee is expected to adhere to all agency policies and to act as a role model in adherence to agency policies.

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.

I have read, understood and had the opportunity to ask questions regarding this position description.

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Employee's Signature   **Date**