



JOB DESCRIPTION

JOB TITLE: I.T. Support Technician
REPORTS TO: I.T. Manager
DEPARTMENT: I.T.
LOCATION: Rolling Hills Clinics
740 Solano Street, Corning, CA 96021
2540 Sister Mary Columba Drive, Red Bluff, CA 96080
STATUS: Full-time, 100% FTE, Non-Exempt

*Native Preference in hiring is given to qualified enrolled members of Paskenta Band of Nomlaki Indians and Native Americans in accordance with the **Indian Preference Act (Title 25, US Code, Section 472 and 473)**. Applicants claiming Indian Preference must submit verification of Indian certified by tribe of affiliation or other acceptable documentation of Indian heritage.*

POSITION SUMMARY

Under the direction and guidance of the I.T. Manager, the I.T. Support Technician is responsible for providing first-line remote technical assistance and support related to computer systems, hardware, or software over phone, email and remote desktop services. Responds to queries, runs diagnostic programs, troubleshoots and isolates problem, and determines and implements a solution. Forwards issues requiring site visits or more in-depth technical troubleshooting to Manager.

This position provides maintenance of the computer desktop environment by analyzing requirements, resolving problems, installing hardware and software solutions, and supporting the Rolling Hills Clinics staff in specified location(s).

DUTIES & RESPONSIBILITIES

1. Provides user support and resolves problems; ensuring end user's satisfaction.
2. Modifies configurations, utilities, software default settings, etc. for the local workstation.
3. Utilizes and maintains the helpdesk tracking software.
4. Documentation of new network hardware implementation.
5. Installs, tests and configures new workstations, peripheral equipment and software.
6. Maintains inventory of all equipment, software and software licenses.
7. Reports issues for escalation.
8. Conducts network orientation for new employees.
9. Manages PC setup and deployment for employees using standard hardware, images and software.
10. Assign users and computers to proper groups in EHR systems, Active Directory, and VMWare Horizon.
11. Performs PC maintenance, upgrades and configurations.
12. Ability to function effectively in a fast-paced environment.
13. Good verbal and written communication skills.
14. Provide assistance for smart phones and other messaging devices -- iPhone, Android, etc.

15. Responsible for administration and internal support of the agency PCs, printers and related equipment.
16. Configure and deploy Digital, Analog, and VoIP phones.
17. Attend regularly scheduled department meetings.
18. Provide onsite and remote support for all RHC sites.
19. Flex schedule to accommodate maintenance, upgrades, or system change overs as to not impair daily operations or duties of systems or personnel.
20. Employee Safety: Safely performs all duties; follows required protective protocols to ensure personal safety as well the safety of others.
21. Must maintain compliance with ergonomic safety standards; be mindful of posture and regularly practice ergonomic stretches.
22. Safety: Responsible for ensuring that all duties, responsibilities and operations are performed with the utmost regard for the safety and health of all personnel involved, including themselves.
23. Safety: Take appropriate corrective actions to address matters pertaining to employee health and safety that have been brought to their attention.
24. Other duties as assigned.

MINIMUM QUALIFICATIONS

1. Associate's degree from an accredited college or university in Computer Science or other related field.
2. Must have 4 years of relevant technical and support experience.
3. Healthcare IT experience preferred.
4. Demonstrated experience with standard software applications, including MS Office, Windows familiarity, certification a plus.
5. Must be willing to travel within the Rolling Hills Clinic locations.
6. Must have valid California Driver's License and be insurable by the Tribe.
7. High level of organizational skills, and ability to communicate effectively.
8. Demonstrated high level of time management skills and efficiency in office procedures.
9. High level of ability to act independently, but maintain effective level of communication.
10. Demonstrated advanced computer literacy, including proficiency in Microsoft Office software skills.
11. Excellent command of English language, spelling, grammar and punctuation.
12. Very strong interpersonal and effective communication skills, both written and verbal
13. Local travel is occasionally required. Travel outside of the state is infrequently required. Typical travel time is generally less than a week.
14. Demonstrate clear knowledge of Rolling Hills Clinic structure, standards, procedures and protocols.
15. Must have ability to relate and communicate effectively with community interest groups, agencies, and medical facilities that serve the American Indian Community.
16. Must successfully complete a pre-employment drug screen and background investigation.

NOTE TO APPLICANTS: Please be advised a post job offer, pre-employment Drug Testing, Physical and TB test are required as a condition of employment. Additionally, you may be asked to get a Department of Justice Fingerprinting clearance as a contingency for an offer of employment. Criminal clearances are obtained to protect the welfare and safety of clients receiving services at Rolling Hills Clinic.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to stand, walk, sit, use hands to finger, handle, or feel; and reach with hands and arms. The employee is occasionally required to stoop. The employee must occasionally lift and/or move up to 25 pounds. Position may require exertion up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently or constantly lift, carry, push, pull or otherwise move objects. Specific vision abilities required by this job include close vision, distance vision, color vision peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT:

This position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing reports using a computer keyboard. Additionally, the position requires near and far vision in proofreading correspondence and work related documents. Acute hearing is required. Typically, office work setting conditions.

Work is performed in a health clinic setting. The noise level in the work environment is usually low to moderate. Will work with blood-borne pathogens and will require OSHA training. This job routinely uses standard office equipment such as computers, telephones, photocopiers, and fax machines. 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.

Employment with Rolling Hills Clinic is voluntarily entered into. All RHC personnel are employed on an at-will basis. At-will employment may be terminated with or without cause, and with or without notice at any time by the employee or by RHC. No manager, supervisor, or employee of the organization has any authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment other than at-will terms. The job description does not constitute an employment agreement between Rolling Hills Clinic and employee and is subject to change by the Paskenta Band of Nomlaki Indians.