



## **NVIH POSITION DESCRIPTION**

### **IT Support Specialist**

**REPORTS TO:** IT Manager

**SUPERVISES:** None

**POSITION SUMMARY:** Under the direction of the IT Manager, the IT Support Specialist position is accountable for ensuring continuity of computer system services for all company computer users by providing the technical expertise, support, and project coordination necessary to configure computer software, modify/repair hardware and resolve technical complications. The primary responsibility of this position is to troubleshoot and repair technical problems dealing with desktops and peripherals and provide technical support to staff with respect to computer hardware and software problems

**ESSENTIAL JOB FUNCTIONS:** Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. The list that follows is not intended as a comprehensive list, but rather to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.

1. Provide application, operating system (Windows & Mac), networking and telephone support to local and remote staff.
2. Configuration, deployment and maintenance of all company workstations and associated peripherals (printers/faxes etc.) as well as maintaining workstation user accounts including setting up new user accounts, removing terminated user accounts, password resets, email-distribution lists, etc.
3. Build new user virtual desktops and configure on hosts at appropriate clinic. Add to view manager.
4. Training in-house and remote staff on the use of available software, and help them understand the best use of available tools.
5. Track issue progress through the IT Service Request system – Spiceworks - and document problem types.
6. Provides advance support for network printing, handheld devices, distributed and central file services, email clients and protocols, the Microsoft Office Suite and multiple other software packages.
7. Helps support IP phone system (Shoretel) Adding and removing users, making clinic wide adjustments as necessary.
8. Help support MDC staff & fix technical issues with MDC.
9. Repair hardware as necessary and work closely with service vendors to ensure continuity of service.

Support and configuration of all hand held devices (Android, iPhone, and tablets).

Maintain A/V media equipment and facilities including projector, cameras, drop-down screens. Work with other members of the IT Team (local and remote).

10. Ensure compliance with software licensing requirements.
11. Assist with development and implementation of organization-wide IT policies and procedures.
12. Ensure that all phases of support, installations, upgrades, software, hardware, operating systems, etc are coordinated, monitored, tracked, and resolved.
13. Maintain integrity of system and backup systems and recommend changes and modifications as needed.

14. Collaborate with all departments for continuous IT needs assessments.
15. Provide communications with management and staff members concerning relevant IT information regarding, projects, maintenance, support, or other IT initiatives.
16. Troubleshoot network systems and respond to all technical emergencies.
17. Perform other duties as assigned.

**PREFERRED SKILLS:**

1. Knowledge of remote support tools (Teamviewer, RDP, etc).
2. Experience with managing ShoreTel phone system or other IP phone systems.
3. Experience with computer imaging tools and concepts.
4. Experience with medical records software (EMR, EHR).

**All NVIH employees are expected to:**

- Provide the highest possible level of service to clients;
- Promote teamwork and cooperative effort among employees;
- Maintain safe practices; and
- Abide by the NVIH's policies and procedures as they may from time to time be updated.

**EDUCATION, EXPERIENCE, CERTIFICATIONS, AND LICENSES:**

1. Associates degree in the IT field and two (2) years of related experience or four years (4) of in-field experience or MS Certified Systems Engineer Certification.
  2. Proficient in Operating System software including MSWindows, Server2008-2012, Wmware, Linux and all related software packages.
  3. Knowledge of Electronic Health Records software, including medical and dental software preferred.
  4. Experience with IP phone systems preferred.
  5. Willing to submit to a background check.
  6. Current CPR and First Aid certificate or able to obtain one within 30 days
  7. Able to perform duties with minimal supervision.
  8. Able to read, write, follow instructions, prepare reports and to communicate effectively verbally and in writing.
  9. Valid California driver's license.
  10. Must maintain a clean driving record throughout employment and to submit a personal DMV printout every 6 months thereafter.
  11. Proof of continuing personal liability auto insurance as required by California state law.
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9. Willing to travel for training.
  10. Due to insurance purposes must be 21 years old or older as well as clean DMV printout for four (4) to seven (7) years.
  11. Ability to operate power tools, i.e., leaf blower, hedge trimmer, etc. and follow all CalOSHA guidelines in operating such equipment.

Preference in filling vacancies will be given to qualified Indian applicants in accordance with Indian Preference Act (Title 25, U.S. Code Section 472 & 473). In other than the above, Northern Valley Indian Health, Inc., is an Equal Opportunity and At Will Employer.

**CHARACTER:** Job requires abstinence from any and all mind and/or mood altering substances during work hours, no exception. Responsible and able to exercise a high level of judgment, accept supervision, and exercise a high level of accuracy and organization, maintain strict confidentiality, and communicate and deal effectively with people in a professional and courteous manner. Responsible and able to comply with all federal, state, municipal laws, statutes, ordinances and any/all applicable rules and regulations of the Northern Valley Indian Health, Inc.

**OTHER:** Applicants must successfully pass a pre-employment physical exam; tuberculin skin test or X-ray; and be willing to submit to random drug screening tests. Applicants must also, upon request, submit fingerprints for criminal record clearance and child abuse registry review. Health must be adequate to perform all duties.

**LANGUAGE SKILLS:** Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Must be able to effectively present information and respond to questions from groups of patients, customers, and the general public.

**MATHEMATICAL SKILLS:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**REASONING ABILITY:** Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

**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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and taste or smell. The employee must frequently lift and/or move up to 50 pounds.

Employment with Northern Valley Indian Health is voluntarily entered into. All NVIH personnel are employed on an at-will basis. At-will employment may be terminated with or without cause, and with or without notice at anytime by the employee or by NVIH. 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.

#### IMPORTANT DISCLAIMER NOTICE

*The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or work environment change.*

**FLSA STATUS:** Non Exempt

**DATE OF LAST REVIEW / REVISION:** 010/2015

**ASSIGNED SITE:** Chico / Willows / Woodland / Red Bluff

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Name

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Date