



Information Technology Technician

Department: Information Technology

FLSA Status: Exempt

Grade/Level:

Work Schedule:

8 a.m. to 5:30 pm Monday- Thursday.

8 a.m. to 12:00 pm on Friday. However,

additional hours may be required to complete duties.

Job Status: Full Time

Reports To: Chief Financial Officer

Amount of Travel Required: 40%

Positions Supervised: None

POSITION SUMMARY:

The IT Technician works in conjunction with Edafio Technology Partners to install and maintain computer systems and networks to the highest functionality. The IT Manager is involved in continuous Quality Improvement practices and measures as set by Mainline Health Systems, Inc. and in which the practice focus is based on a Patient Centered Medical Home model of care.

DUTIES AND FUNCTIONS:

- Set up workstations, computers, and peripheral devices (printers, scanners, etc.).
- Act as liaison between Edafio and employees for technical assistance.
- Provide support in troubleshooting of computer problems.
- Provide orientation and guidance to users on how to operate new software and computer equipment.
- Assist with set up and support of our VoIP telephone system.
- Maintain records/logs of repairs and fixes and maintenance schedule.
- Maintain inventory of workstations, computers, peripheral devices, etc.

REPORTING RELATIONSHIPS: The IT Technician reports to the Chief Financial Officer.

EVALUATION: The evaluation of work performance will be ongoing, and will be completed by the Chief Financial Officer. It will include the specific duties and responsibilities of this position description plus employee ability to interact constructively with clinical and administrative staff and general working behavior. Formal evaluation will be conducted annually, but may be initiated at other times by the Chief Financial Officer.

SKILLS AND ABILITIES:

Education: Bachelor degree in Computer Information Systems or technical degree in related field.

Experience: Experience in supporting information technology in an office environment, preferably in the health care setting.

Key Skills:

Computer hardware and software knowledge with the ability to learn new software.

Good knowledge of computer security systems.

Ability to learn and utilize electronic medical records.
 Goods skills in computer networking and troubleshooting.
 Proficient in using analytical tools and instruments, i.e. Excel.
 Excellent communication and ability to work in a team.

PHYSICAL DEMANDS

Physical Demands		Lift/Carry	
Stand	O (Occasionally)	10 lbs or less	F (Frequently)
Walk	O (Occasionally)	11-20 lbs	O (Occasionally)
Sit	F (Frequently)	21-50 lbs	O (Occasionally)
Handling / Fingering	F (Frequently)	51-100 lbs	O (Occasionally)
Reach Outward	O (Occasionally)	Over 100 lbs	N (Not Applicable)
Reach Above Shoulder	O (Occasionally)	Push/Pull	
Climb	O (Occasionally)	12 lbs or less	O (Occasionally)
Crawl	N (Not Applicable)	13-25 lbs	O (Occasionally)
Squat or Kneel	O (Occasionally)	26-40 lbs	O (Occasionally)
Bend	O (Occasionally)	41-100 lbs	N (Not Applicable)

- N (Not Applicable)** Activity is not applicable to this occupation.
- O (Occasionally)** Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)
- F (Frequently)** Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)
- C (Constantly)** Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

WORK ENVIROMENT:

An office environment in a controlled atmosphere building. This is an OSHA low –risk position.

Employee Signature: _____ Date: _____