



JOB DESCRIPTION

Position: IT Help Desk
Department: Finance
Reports to: IT Supervisor
FLSA Status: Non-Exempt Position
Grade: 7

GENERAL PURPOSE:

Under the general direction of the IT Director, the IT Help Desk is responsible for providing support for computer systems and operations for the entire corporation.

MAIN RESPONSIBILITIES AND DUTIES:

- 1) Provides first line response for users requiring assistance with IT issues and problems.
- 2) Follow standard help desk procedures.
- 3) Create trouble tickets and redirect problems to appropriate resources.
- 4) Escalate problems to the appropriate higher-level support.
- 5) Track and route problems and requests and document resolutions.
- 6) Prepare activity reports.
- 7) Provides administrative support for the IT Director.
- 8) IT Asset quoting and directing to Purchasing department.
- 9) Assist in setting up new PC profiles, Install printers, software, files, etc.
- 10) Other duties as assigned by supervisor

QUALITIES & CHARACTERISTICS

- 1) Maintains a professional relationship and positive attitude with co-workers, the public, patients and all Ampla Health's staff, Board of Directors and vendors
- 2) Maintains the highest professional ethics and is honest in dealing with people; is a model for all employees through his/her actions
- 3) Strives to learn more and is receptive to learning different ways of doing things
- 4) Displays enthusiasm toward the work and the mission of Ampla Health

PROFESSIONAL KNOWLEDGE, SKILLS & ABILITIES

- 1) AA degree in Information Technology or 1-2 years in a healthcare support job experience
- 2) Excellent knowledge of Microsoft computer applications (internet explorer, Outlook, Excel, Word, PowerPoint, etc.)
- 3) Exceptional written and verbal communication skills
- 4) Organized and detail oriented

- 5) Works as a team member to meet goals and objectives
- 6) Must have knowledge of commonly-used concepts, practice and procedures in the IT field.
- 7) Demonstrate clear knowledge of healthcare structure, standards, procedures and protocols.
- 8) Excellent Customer Service skills required.
- 9) Must understand concepts regarding to HIPAA

COMMUNICATIONS SKILLS

- 1) Excellent phone and communication skills
- 2) Must have neat and legible handwriting
- 3) Must be able to interact with patients courteously and calmly
- 4) Ability to communicate well with the public

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

Works well with employees and vendors in a generally comfortable environment office. Employees must possess the following physical requirements:

- 1) Vision sufficient to read handwritten, typed and computer printed documents throughout the day
- 2) Speech and hearing sufficient to receive and communicate detailed information clearly by phone and in person
- 3) Motor skills sufficient to use a variety of hand-held tools and to manipulate equipment
- 4) Must have a high level of manual dexterity
- 5) Physical ability to sit, walk or otherwise stand for long periods of time, frequent bending, stooping, and stretching. Repetitive hand, arm and shoulder movements.
- 6) Able of lift up to 40 pounds and pushing up to 100 pounds (on wheels)

EMPLOYEE NAME(PRINT)

EMPLOYEE SIGNATURE

DATE