



JOB DESCRIPTION

Position: IT Technician
Department: Operations
Reports to: Information Technology Director (IT Director)
FLSA Status: Non-Exempt Position/Non-Supervisory
Grade: 7

GENERAL PURPOSE:

Under the general direction of the IT Director within established policies, procedures and protocols, the IT Technician is responsible for providing Level 1 support for computer systems and operations for the entire corporation.

MAIN RESPONSIBILITIES & DUTIES:

- 1) PC's-Installs configures, repairs and troubleshoots. Prep for network (including but not limited to: Join domain, network shares, and network printers).
- 2) Software-Installs, configures, maintains, patch and trouble shoot problems of all software including but not limited to: MS Office, Adobe products, Citrix software, Med 3000, Dentrix, CDR, EHR, emulators, as well as other specialized software.
- 3) Hardware-Installs, configures and maintains other business hardwares, including but not limited to: Printers, Faxes, Phones, Copiers and Audi/Visual equipment.
- 4) DataComm-Perform cabling (Cat 3, Cat 5 and Fiber), Terminate, make patch cables and wires management at end user.
- 5) Assists and trains user with application questions.
- 6) Helps to maintain network security.
- 7) 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 & ABLITIES:

- 1) Three (3) years AA degree in Information Technology or equivalent
- 2) One year of experience working with both and personal computers and networking
- 3) Excellent communication skills

- 4) Works well with people
- 5) Knowledge of basic office practice and procedures, and numeric/alpha filing systems
- 6) Basic knowledge of office equipment including computer, telephone, fax, copy machinery, printers and PC application software including MS Office
- 7) Works as a team member to meet goals and objectives
- 8) Effectively follows oral and written directions
- 9) Maintains confidentiality of all patients records
- 10) Communicates effectively in a professional manner in person and on telephone
- 11) Demonstrate clear knowledge of Ampla Health's clinic structure, standards, procedures and protocols

COMMUNICATIONS SKILLS:

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

WORKING CONDITIONS & PHYSICAL REQUIREMENTS:

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

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

EMPLOYEE
NAME(PRINT)

EMPLOYEE SIGNATURE

DATE