

# Winslow Indian Health Care Center

## Job Vacancy Announcement #WDH-18-116



**POSITION TITLE: PC Support Technician**

**CLOSING DATE: Open until filled**

**Position Summary:**

Under general supervision, management and direction of the Director of Information Technology this position entails end user support for corporate information systems equipment to include personal computers, laptops and printers to install, configure, troubleshoot, diagnose, and resolve issues. Additional duties include manning the help desk to field, classify and assign help desk tickets. End user support is the primary focus of this position in an Ambulatory Care environment with responsibility for WIHCC and two off site clinics at Leupp and Dilkon. Maintains confidentiality of all privileged information.

*This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.*

**Essential Duties & Responsibilities:**

- Maintains regular attendance and punctuality.
- Uphold all principles of confidentiality and patient care to the fullest extent.
- Adhere to all professional and ethical behavior standards of the healthcare industry.
- Interact in an honest, trustworthy and dependable manner with patients, employees and vendors.
- Diagnosing and resolving problems in response to customer reported incidents, researching, evaluating, and providing feedback to the Department Director on problematic trends and patterns in customer support requirements.
- Maintaining problem tracking and resolution databases (Help Desk Program). Document and record all support related issues in the department knowledge base.
- Build, install, configure, troubleshoot, and maintain customer hardware and software according to Departmental protocols.
- Managing customer service performance requirements.
- Provide user orientation and/or training as a part of problem solving.
- Insure the rigorous application of information security policies, principles, and practices in the delivery of customer support services.
- Properly manage IT equipment inventory and supplies by keeping accurate catalog or list of inventory, making sure there is no unnecessary accumulation of excess equipment, provide timely supplies and equipment requests.
- Monitor and track software updates, versions, warranties, end of support, and expirations via software program. Routinely provides update to the Director of IT.
- Keeps work area organized and clean; properly secure and store IT equipment.
- Train, educate, orientate as necessary IT staff and end user population of the IT requirements and expectations.
- Proactively and routinely survey and monitor each department to check on end user IT equipment performances.
- Repairs organization computers, laptops, printers, faxes and scanners to keep it operational.
- Maintains computers by running diagnostic programs which enable to resolve computer problems.
- Gathers data in order to assess the needs of the customer equipment performance.
- Repairs problems such that incorrect settings, viruses, spyware on software and hardware are replaced and/or updated to ensure optimum operation.
- Assure proper level of client PCs are on hand to install on urgent bases.
- Provide guidance and direction with end user inquiries.
- Plan and coordinate duties with other IT team on implementing new services for the organization.
- Routinely keeps accurate, up to date workload activities with the Director of IT.
- Assist by providing feedback in the development and establishment of department specific technical procedures.
- Assist in ensuring 24/7 availability of IT services, including weekend and holiday coverage.
- Assist information technology specialists to plan, develop and implement new or revised operating methods, techniques, or procedures.
- Assist in the management of backup data storage of on-site and off-site locations.
- Maintain computer system security procedures and access privileges to prevent unauthorized access to sensitive or confidential information.
- Maintain point of contact for vendors and other contactors and/or experts to resolve hardware and software problems or to assist in the development and procurement of new procedures, supplies and equipment.
- Attends and participate in company meetings, lectures and in-services.
- Possess cultural awareness and sensitivity.

- Upholds all principles of confidentiality and patient care to the fullest extent.
- Adheres to all professional and ethical behavior standards of the healthcare industry.
- Adheres to WIHCCs Personnel Policies and Procedures, departmental policies, rules, and regulations.
- Interacts in an honest, trustworthy and dependable manner with patients, employees, visitors, and vendors.
- Possesses cultural awareness and sensitivity.
- Maintains compliance with all Human Resources requirements.
- Performs other duties as assigned.

**Minimum Qualifications:**

Associate's degree in Computer Science or combination of training and experience required. Bachelor of Science in Computer Science preferred. A minimum of 2 years of progressively responsible Information Technology and customer support in a health care environment is preferred. Bilingual skills in English and Navajo language preferred. Must maintain a valid unrestricted and insurable driver's license. Must successfully pass a background investigation and maintain suitable requirements for a Child Care position. This position is considered as a Child Care position, which requires a background check investigation and is subject to the requirements of the Indian Child Protection and Family Violence Prevention Act, as amended (henceforth referred as the ICPFVP Act).

**Knowledge, Skills, Ability:**

- Knowledge of a wide range of an extensive operating and problem solving rules, procedures, techniques and methods to operate computer systems.
- Knowledge of a wide range of analytical and diagnostic methods, procedures and principles concerning equipment systems, storage media and devices, and interrelationships between host computer systems and remote access and teleprocessing terminals.
- Knowledge of standardized equipment/systems and operating problem characteristics and alternative methods for controlling such equipment.
- Knowledge of computer maintenance procedures for system components including preventive maintenance.
- Knowledge of computer systems operation and how components interface in order to aid in function.
- Knowledge of Local Area Networks, IBM PC Compatible hardware, and operating systems software, and telecommunication systems software.
- Knowledge of LAN/PC software such as MS Office suite is essential.
- Knowledge of UNIX/LINUX.
- Skills in Desktop Publishing software such as Microsoft Office applications, such as PowerPoint, Excel, and Word.
- Ability to isolate and resolve recurring and unusual problems in one or several computers.
- Ability to effectively communicate with higher level supervisors and managers in order to exchange information to provide meaningful program recommendations.
- Ability to demonstrate basic trouble shooting skills to solve fundamental and common problems in the desktop computing environment. Secondary to the identification of problems, skills should be present to affect recovery.
- Ability to touch type or keyboard 30 – 50 words per minute.
- Ability to multi-task in a fast paced work environment.
- Ability to problem solve and seek computer issue resolutions.
- Ability to provide exemplary customer service at all times.
- Ability to interact positively with others and possess great interpersonal skills.
- Ability to multitask and perform well under pressure.
- Ability to have self-confidence.
- Ability to be a great team player.
- Ability to accept and learn from supervisor/peer critique.
- Ability to be flexible and adaptable to the changing needs of the organization.

**Physical Demands:**

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

**Work Environment:**

Work is performed both in an office setting with a moderate noise level. Work environment may involve exposure to physical risks, such as blood borne pathogens and operating dangerous equipment or working with chemicals. Evening and/or weekend work may be required. Extended hours and irregular shifts may be required.

**As required by P.L. 93-638, absolute preference will be given to qualified Navajo applicants. If there is no qualified Navajo applicant, preference will be given to qualified American Indian applicants.**