



Dilkon Medical Center

Job Vacancy Announcement #DDH-24-15

Closing Date: 04/11/2024

POSITION TITLE: PC Technician

DEPARTMENT: Information Technology

Position Summary:

Under general supervision of the IT Operations Manager, the PC Technician position requires planning, organizing, implementing assigned functions and projects to operate and maintain optimal departmental activities and services. Performs complex professional duties with computer hardware, software, and basic network fundamentals. Installs and supports personal computers, and basic network operations; provides hardware and software planning and evaluation; provides problem solving and training for end-users and ensures systems efficiency and integrity. Provides research and support for new technologies to be used in an Ambulatory Care environment. Upholds the principles of WIHCCC's Vision, Mission, and Value Statements. Maintains confidentiality of all privileged information at all times. This

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.
- Maintain records of work activities, by using the Helpdesk Request System.
- Troubleshoot issues and document solutions using the Helpdesk system. Follow all customer service processes from open to close of trouble tickets.
- Install, configure, and maintains personal computers (PC), clinical/non-clinical software packages, clinical/non-clinical software upgrades.
- Provide assistance on password resets, user ID issues within Active Directory and EMR/EHR.
- Release print queue from clinical/non-clinical printers
- Provide support to end users in the use of their software, computers, scanners, UPSs and printers.
- Assist in evaluating end-users needs and recommend appropriate equipment and software configurations.
- Assist the IT Operations Manager in preparing standards for user computer equipment.
- Collaborate and train end-users on software.
- Train new IT hire on customer service processes.
- Keeps work area organized and clean; properly secure and store IT equipment.
- Assist in ensuring 24/7 availability of IT services, including weekend and holiday coverage.
- Attends and participate in company meetings, lectures and in-services.
- Possess cultural awareness and sensitivity.
- Requires completion of tasks or duties assigned by a supervisor.
- 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, Information Technology or related field or Comp TIA A+ Certification and a minimum of one year of experience in Information Technology required. Bachelor of Science in Computer Science or related Information Technology field preferred. A minimum of two 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 PC software such as MS Office suite is essential.
- Knowledge of UNIX/LINUX.
- Skills in 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 touch type or keyboard 30-50 words per minute.
- 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 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 and/or on-call 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.