

Winslow Indian Health Care Center

Job Vacancy Announcement #WDH-21-160

Closing Date: Open until filled



POSITION TITLE: Telecommunications Technician

DEPARTMENT: Information Technology

Position Summary:

Under general supervision of the Chief Information Officer, the Telecommunications Technician is responsible for installing and maintains specific special telecommunications systems. Works with communication systems and low voltage signaling systems that provide connectivity to voice, data, video security system, card access key system, nurse call system, digital & VoIP RF radio system, digital & VoIP phone system, running network cabling. Uphold the principals of WIHCC's Vision, Mission, and Value Statement. Maintains confidentiality of all privilege information at all times. This position requires planning, organizing, implementing assigned functions and projects to operate and maintain optimal departmental activities and services.

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.
- Maintains records of work activities by using the Helpdesk Request System.
- Monitors and maintains all telecommunication platforms and IT systems to provide optimal performance and connectivity, to all three sites (Winslow, Leupp, & Dilkon).
- Installs network cabling systems, assist electricians with electrical installation, hardware, cable management and structure systems, and racks and racking systems needed to hold various equipment.
- Works with phone companies and vendors to upgrade WIHCC communication systems.
- Maintains and provides network data drops for workstations, offices and peripheral equipment.
- Ensures each sub-system is working efficiently and effectively: To include installation, setup, upgrade, and configuration of access levels.
- Performs daily, weekly, bi-weekly, monthly, quarterly, and annual maintenance in accordance with manufactures' recommended procedures on maintenance of the sub-systems and hardware.
- Works on specifications and installation of hardware and software, involving each component installed on the Winslow Indian Health Care Center network.
- Provides and support the surveillance cameras, IP network operations troubleshoot, e.g. identify, troubleshoot, resolve incidents in multiple LAN/WAN, Intranet/Internet, and other data communication systems.
- Installs, repairs and maintains voice systems.
- Ensures stock of parts is up to date. Maintains communication/fiber optic equipment and parts inventory/records; requisition parts and equipment according to procedures.
- Performs low voltage troubleshooting, repair, and maintenance.
- Performs negotiate procurement of telecommunication products, services, and protocols e.g. cellular phone, by lease or purchase from vendors/carrier by negotiating cost, billing, and service coverage.
- Changes and variations in work schedule will be needed, working overtime, afterhours, and on holidays will be expected to complete the needs of proper function of all equipment, and the area that it is serving.
- 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:

High School Diploma or GED. Proficiency with computers, windows application experience. Experience and knowledge of telecommunication equipment, nomenclature, hardware, software, and industry standards. Two years of experience in

low-voltage systems and sub-systems, data networks, hardware and software. Progressive relevant training and/or certification may substituted for specialize experience required. Associate's degree in Computer Science, or Information technology or related field or Network + certification or certification in Telecommunications 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 satisfactory 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 wiring specifications, color coding, sizing, distance requirements, and standards.
- Knowledge of testing and troubleshooting tools, digital & analog meters, communication signal meters.
- Knowledge of electronic and electrical hardware configuration, set-up, and implementation.
- Knowledge of safety requirements when using or accessing various areas of buildings, hard hats, harnesses.
- Knowledge. of keeping records of work order in the IT Helpdesk Request System
- Knowledge of strong work ethics in the workplace.
- Knowledge of basic application of confidentiality.
- Knowledge of Mitel phone system.
- Knowledge of basic computer software skills, e.g. Outlook, Microsoft Office: Word, Excel, PowerPoint and Access.
- Skill in troubleshooting and problem solving.
- Ability to pull lines for data drops.
- Ability to learn Infection Control Risk Assessment (ICRA) and Above Ceiling Permit Request (ACPR) procedures.
- Ability to read schematics, wiring diagrams, & specification name plates.
- Ability to learn and understand new software programming systems, quickly, and be able to utilize.
- Ability to be dependable in attendance and job performance.
- Ability to meet attendance, overtime (if necessary), and other reliability requirements of the job.
- Ability to accept and learn from feedback.
- Ability to communicate effectively both verbally and in writing.
- 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 in an office setting or outdoor work environment 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.