

**Mora Valley Community Health Services, Inc.**  
**JOB DESCRIPTION**

TITLE	<b>Information Technology Help Desk Technician</b>	<b>FLSA Status: Non-Exempt</b> <b>Essential/Non-Essential Status: Essential</b> <b>Offsite Work Availability: No</b> <b>Position Type: Regular Full-Time</b>
DEPARTMENT	Administration	
REPORTS TO	Chief Information Officer & Development Director	
SUPERVISES	None	
JOB PURPOSE	Operate the IT Help Desk by providing support to the Information Technology Systems of the Organization, which includes the network, company website, applications, telephones, voice mail and e-mail accounts, printers, scanners, servers, computers, and assist staff to effectively use computer resources through training and technical direction and create training manuals.	

<b>ESSENTIAL JOB RESULTS</b>	
1.	PROVIDE A SINGLE POINT OF CONTACT FOR END USERS TO RECEIVE SUPPORT AND MAINTENANCE OF COMPUTER AND ELECTRONIC SYSTEMS
2.	MAINTAIN AND UPGRADE ALL PC HARDWARE AND EQUIPMENT TO ENSURE OPTIMAL WORKSTATION PERFORMANCE BASED ON BUDGET
3.	TROUBLESHOOT PROBLEM AREAS IN PERSON, BY PHONE, VIA E-MAIL OR REMOTE ACCESS
4.	FOLLOW UP WITH STAFF TO ENSURE FULL RESOLUTION AND SATISFACTION OF ISSUES
5.	OPERATE, ORGANIZE, PRIORITIZE AND PROVIDE A GOOD WORKFLOW OF IT HELP DESK SUPPORT AND OTHER RELATED ASSIGNED TASKS
6.	SUPPORT AND MAINTAIN USER ACCOUNT INFORMATION INCLUDING RIGHTS, SECURITY AND SYSTEMS GROUPS
7.	DOCUMENT, MAINTAIN, UPGRADE OR REPLACE HARDWARE AND SOFTWARE SYSTEMS
8.	IDENTIFY IT'S NEEDS BY CONFERRING WITH STAFF
9.	EVALUATE INPUT AND OUTPUT REQUIREMENTS, FORMATS, AND IT'S PERFORMANCE STANDARDS
10.	PROVIDE LEADERSHIP TO STAFF AND CONSULTANTS BY MONITORING ACTIVITIES TO ENSURE ADHERENCE TO GUIDELINES AND REGULATIONS AS WELL AS DEVELOPING METHODS FOR EFFICIENT AND COST-EFFECTIVE OPERATIONS
11.	PROVIDE OVERSIGHT AND DIRECTION OVER THE IMPLEMENTATION, MONITORING AND EVALUATION OF ASSIGNED ACTIVITIES
12.	PROVIDE GUIDANCE AND COORDINATION OF IT SERVICES FOR MVCHS CONTRACTORS
13.	MAINTAIN INFORMATION SYSTEMS GUIDELINES BY WRITING, UPDATING, AND /OR MAINTAINING POLICIES AND PROCEDURES
14.	MAINTAIN A COORDINATED AND EFFICIENT OPERATION BY ENSURING THAT AUTOMATED INFORMATION SERVICES ARE PERFORMED IN A COORDINATED FASHION IN ACCORDANCE WITH THE GOALS AND OBJECTIVES OF THE ORGANIZATION BY MEETING FREQUENTLY WITH STAFF IN ORDER TO MAINTAIN GOOD LIAISON AND CONTINUITY OF IDEAS

15.	MAINTAIN A PROGRAM OF QUALITY BY DEVELOPING AND PARTICIPATING IN A PROGRAM FOR INTERNAL EVALUATION OF PROGRAMS, OPERATIONS, AND SERVICES, PARTICULARLY WITH RESPECT TO COMPONENTS, WHICH RELY ON DATA AND INFORMATION SERVICES
16.	ESTABLISH PROFESSIONAL AND TECHNICAL NETWORKS
17.	OPTIMIZE SYSTEM AND ORGANIZATIONAL EFFICIENCY BY ANALYZING PERFORMANCE INDICATORS, CHANGING OR ARRANGING FOR THE MODIFICATION OF SOFTWARE TO ENSURE NEEDS ARE MET
18.	PROVIDE REFERENCE AND INFORMATION TO STAFF BY WRITING AND /OR MAINTAINING USER DOCUMENTATION, MAINTAINING A HELP DESK OR TELEPHONE ADVISORY CAPABILITY
19.	ACT AS LIAISON BETWEEN STAFF AND SOFTWARE VENDORS
20.	MAINTAIN STAFF AND ORGANIZATIONAL CONFIDENCE AND PROTECT OPERATIONS BY KEEPING INFORMATION CONFIDENTIAL AND FACILITATING INFORMATION SECURITY MEASURES
21.	ADHERE TO MVCHS PERSONNEL POLICIES AND PROCEDURES
22.	TRACK AND COORDINATE ROUTINE TASKS
23.	MAINTAIN PROFESSIONALISM AT ALL TIMES TO ENSURE SERVICE QUALITY AND INTEGRITY
24.	CONTRIBUTE TO TEAM EFFORT BY ACCOMPLISHING RELATED TASKS AS NEEDED OR REQUESTED
25.	ATTEND TRAININGS RELATED TO JOB DUTIES OR EMPLOYMENT THAT IS REQUIRED TO MAINTAIN LICENSES/OR CERTIFICATIONS

## REQUIRED JOB QUALIFICATIONS, SKILLS AND ABILITIES

### Job Qualifications

- Education: Associate's degree in Computer Science, Information Technology, Computer Engineering or related field
- Bilingual English/Spanish Preferred
- Experience: Two (2) years' progressively responsible experience in information systems as an administrator, preferably in a health care setting. Education may be substituted for some, but not all experience

### Skills and Abilities

- Strong computer skills
- Knowledge of installation and configuration of computer hardware operating systems and applications
- Ability to monitor and maintain computer systems and networks
- Ability to talk staff/clients through a series of actions, either face to face or over the telephone to help set up systems or resolve issues
- Ability to troubleshoot system and network problems and diagnose and solve hardware/software faults
- Ability to provide support with procedural documentation and relevant reports
- Ability to follow diagrams and written instructions to repair a fault or set up a system
- Set up new user accounts and profiles dealing with password issues
- Responds within agreed time limits to call-outs
- Works continuously on a task until completion (or referral to third parties if appropriate)
- Prioritizes and manages many open cases at one time
- Rapidly establishes a good working relationship with customers and other professionals
- Ability to test and evaluate new technology (R&D)
- Conducts electrical and safety checks on computer equipment

- Programming languages such as (Java, C++, VB Script, Perl, Python.)
- Ability to operate a motor vehicle, which requires a valid driver’s license, and clearance for unrestricted automobile insurance coverage
- Desire and ability to serve the community and its residents
- Share in and contribute to MVCHS mission, vision, and goals

**Working Conditions and Physical Demands**

- Work is performed in an interior office, medical/dental clinical environment
- Moderate physical activity that requires standing and/or walking several hours per day
- May require handling objects up to 25 pounds
- Type several hours per day

**Qualifications for Employment**

- Pre-employment Physical Examination
- COVID Vaccination
- First Aid/CPR Certification’s
- Driver’s Record and Defensive Driving Course
- Background Investigation
- Drug Testing – Initial and Random

**EMPLOYEE/SUPERVISORY REVIEW**

I have read this job description and understand the requirements of the job and the work to be performed. I agree to perform the duties and responsibilities described. I assert that I am able to perform the essential job functions and meet the physical requirements of this position. Furthermore; I understand this is not an employment contract.

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Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

I have reviewed this job description with this employee, and agree that it is an accurate description of the duties and responsibilities to be performed.

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Supervisor Signature \_\_\_\_\_ Date \_\_\_\_\_