



Job Title: Help Desk Technician II
Department: Applications
Supervisor: Applications Manager
FLSA Status: Non-Exempt
Approved Date: 1-1-18

Position Summary

This position is responsible for providing Level 1 and Level 2 helpdesk support for desktop computers, peripheral equipment and software, repair and upgrade equipment, and work with vendors to resolve technical issues and train end users.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

1. Supports end users and follows standard Helpdesk operating procedures; accurately logs and resolves all tickets using ticket tracking software.
2. Maintains a broad understanding of IT and the EHR/PM system.
3. Provides tier 1 and 2 technical assistance and support for incoming queries and issues related to Applications and IT. Follows documented troubleshooting procedures.
4. Responds to all high severity incidents, follows established procedures.
5. Analyzes and responds to service requests for hardware, software, applications and user accounts, follows defined processes and documented requirements.
6. Administers approved access for user accounts and applies security policies for employees and vendors in Allscripts and other systems.
7. Image machines and install software on production desktop devices.
8. Develops technical knowledge base articles and keep the knowledge base current. Assist with development of new training material.
9. Responds to audit requests.
10. Collaborates with other teams on projects or special assignments, as assigned.
11. Responds to requests for technical assistance in person, via phone and electronically. Identifies and ensures situations requiring urgent attention are elevated. Escalate problems to appropriate technical resources, as needed.
12. Installs, configures and provides ongoing support of desktop computers, peripheral equipment and software.
13. Works with vendor support contacts to resolve technical problems relating to computing equipment, mobile devices, EHR and other software.
14. Trains end users on all equipment and software, including assisting with workflow trainings.
15. Repairs and upgrades PC hardware and software. Assist with installing new equipment; servers, networking or otherwise.

16. Learns and evaluates new software and hardware.
17. Facilitates problem solving between end-users and development staff.
18. Participates with development staff in testing of and familiarization with new product releases.
19. Participates with On-Call schedule.

Competencies

To perform the job successfully, the following competencies should be demonstrated.

Attendance/Punctuality - Is consistently at work and on time, as established; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

CHCW Culture - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values; follows policies and procedures; supports organization's goals and values; shows respect and sensitivity for cultural differences; follows instructions; responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan; asks for and offers help when needed.

Communications - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings; writes clearly and informatively; edits work for spelling and grammar; keeps others adequately informed; selects and uses appropriate communication methods.

Customer Service for Internal and External Customers/Patients - Manages difficult or emotional customer/patient situations; responds promptly to customer/patient needs; solicits customer/patient feedback to improve service ; responds to requests for service and assistance; meets commitments.

Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; maintains confidentiality per policy and regulations; fluent in Microsoft Office programs, including Word, Excel, PowerPoint and Outlook and job related software and computers; uses resources effectively; pursues training and development opportunities; adapts to new technologies; keeps technical skills up to date.

Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics; adapts to changes in the work environment; changes approach or method to best fit the situation.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; develops realistic action plans.

Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness; applies feedback to improve performance; monitors own work to ensure quality.

Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

Teamwork - Exhibits objectivity and openness to others' views; gives and welcomes feedback; establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

2 Year degree or equivalent technical training/certifications and 2+ years related experience.

Certificates, Licenses, Registrations

Current driver's license and auto insurance

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee is frequently required to stand and sit. The employee is occasionally required to walk; reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.

The noise level in the work environment is usually moderate.

Employee Signature

Date

Employee Print Name

Supervisor Signature

Date