

**JOB ANNOUNCEMENT  
(INTERNAL/EXTERNAL)**

**POSITION INFORMATION**

**Job Title:** IT Help Desk Officer  
**Division:** Information Technology      **Department:** Information Technology  
**Reports to:** IT Operations Manager      **Classification:** Regular, Full Time  
**Opening Date:** September 8, 2020      **Closing Date:** September 14, 2020

**ANTICIPATED WORK SCHEDULE**

*(Hour of operation and schedule subject to change)*

**Department  
Hours of  
Operation**

**Schedule** Schedule is subject to change dependent on rotational shifts and hours of operation.

**BASIC PURPOSE OF THE JOB**

- Contribute to the hospital's mission through effective delivery and support of current and future technology systems, services and projects.
- Provide high quality remote and on-site end-user assistance, training, problem resolution and escalation for computer, phone, network and application problems.
- Responsible for Data Center/Network/Phone system monitoring, workload processing, and report distribution.
- Provide first level dispatch assistance for technology problem resolution that cannot be handled by the engineer himself.
- Understand and enforce all data security and physical security standards

**QUALIFICATIONS**

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| <b>Minimum Education</b>                        | ▪ Associates degree in a computer-related technical field or equivalent education/experience in technology operations. Bachelor's degree preferred  |
| <b>Minimum Work Experience</b>                  | ▪ One to two (1 – 2) years of experience in a technology service and support capacity.<br>▪ Experience in the education and support of end users is highly desirable.<br>▪ Experience with LAN/WAN and network monitoring tools desirable |
| <b>Required Licenses / Certifications</b>       | ▪ Certifications on computer/network hardware and Microsoft OS/software highly desired  |
| <b>Required Skills, Knowledge and Abilities</b> | ▪ Strong inter-personal skills and customer service focus is required.  |

**OVERVIEW OF JOB RESPONSIBILITIES**

1. Maintains a customer focused attitude while providing direction and assistance to all users of the Hospital information systems networks.
2. Maintains Customer Support Center (CSC) service level performance in accordance with departmental service metrics for call acceptance, problem resolution, and order fulfillment as evidenced by performance indicators established by supervisor and Information Technology Division.
3. Responsible for the maintenance, updating, modifying, troubleshooting and supervision of all desktop hardware systems in the organization and remote sites.
4. Responsible for effective utilization and knowledge of helpdesk and system management tools.
5. In conjunction with the supervisor, develop and maintain operational documentation and demonstrate efficient usage of approved documentation.
6. Adheres to Division and Organizational Security and Risk Management protocols.
7. Complete daily / weekly processing of system tasks within defined timeframes.
8. Responsible for ensuring that system backup / recovery processes are maintained and documented.
9. Is required to carry a beeper during work hours and to participate on an "on-call" rotation after regular business hours.
10. Attends all required Safety Training programs and can describe his/her responsibilities related to general safety, department/service safety, specific job-related hazards.
11. Follow the Hospital Exposure Control Plans/Bloodborne and Airborne Pathogens.

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12. Demonstrates respect and regard for the dignity of all patients, families, visitors and fellow employees to ensure a professional, responsible and courteous environment.
  13. Promotes effective working relations and works effectively as part of a department team inter and intra departmentally to facilitate the department's ability to meet its goals and objectives.

\*Complete job description provided upon employment.

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