



JOB DESCRIPTION

TITLE: Service Desk Technician
DEPARTMENT: Information Technology
REPORTS TO: Help Desk Manager
FLSA: Non-Exempt

SUMMARY OF JOB:

The IT Service Desk team serves as a first point of contact and a primary source of resolutions and expertise for all the organization's internal technology needs. In addition to managing internal support requests, a Service Desk Analyst is a key contributor to a steady stream of enterprise level project work that supports the company.

RESPONSIBILITIES:

Colorado West Healthcare System expects job performance to be consistent with its mission and believes that each Employee contributes to improve performance by continuously searching for ways to increase efficiencies and enhance fiscal performance and viability.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

(The following statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required. Community Hospital reserves the right to modify or change the duties or essential functions of this job at any time. All responsibilities may not be performed by all incumbents.)

Serve as a first point of contact for all internal technology needs and issues, resolving a large percentage without escalation while providing excellent customer service.

Consistently, accurately, and in a timely fashion record all service requests and issues in the Service Desk ticketing system, triaging tickets to other members of the IT team when necessary or appropriate.

Provide hardware and software support for both onsite and offsite employees, including PC's, Smartphones, printers, A/V equipment, and associated accessories.

Responsible to create and maintain system documentation in a timely and accurate manner.

Participate in incident, problem, and other IT Service Management processes. Should bring new and innovative ideas and problem-solve with the team.

Must be able to demonstrate the ability to work effectively with a team and independently with excellent written and verbal communication skills; excellent analytical and organizational skills with the ability to identify priorities correctly in a high volume workload environment.

Provide excellent research abilities to supplement experience in resolving issues and providing advice/recommendations on technical subjects.

Demonstrates experience and strong proficiency supporting Microsoft technologies with a knowledge of

ITIL and ITSM concepts.

Demonstrates experience in operating system deployment, patch management, automated software deployment.

Demonstrates experience with asset management life cycle.

Strong aptitude for learning and diagnosing software and hardware problems.

Performs other duties as assigned.

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:

Associate's Degree (Bachelor's Degree preferred) in information technology or related field with at least two (2) years of related experience with experience supporting end-users in a Windows environment; Active Directory (AD) preferred; with a knowledge of Visual Basic and PowerShell scripting languages OR equivalent combination of education and experience.

LANGUAGE SKILLS:

Must be able to speak, read and write English. Ability to read and interpret documents such as physician orders, medical charts, safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to effectively present information in one-on-one and small group situations to supervisors, patients, patient's family and other employees of organization. Able to work in a team-oriented environment.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

INTERPERSONAL SKILLS:

Demonstrates exceptional customer service skills using the "Whatever It Takes" philosophy; builds relationships and proactively respects others. Requires adaptability with regular interpersonal contact.

DECISION MAKING ABILITY:

Work limited by standards and procedures. Adapts to recurring operational situations using formal and informal channels. Unusual situations are reviewed with a manager.

ANALYTICAL ABILITY:

Apply basic business or technical principles to routine and moderately complex problems. Concentrates and pays close attention to detail.

COMPUTER SKILLS:

To perform this job successfully, an individual should be computer-literate and have working knowledge of Microsoft Office applications.

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 sit; have manual dexterity; handle or feel; talk and hear. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing 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 occasionally exposed to moving mechanical parts, risk of electrical shock, exposure to infectious diseases, and transmission of airborne disease. The noise level in the work environment is usually moderate.

GENERAL COMPLIANCE REQUIREMENTS FOR ALL EMPLOYEES:

Attends annual compliance and privacy training.

Responsible for complying with all federal, state and local rules and regulations.

Must comply with the Code of Conduct Guide.

Reports any observation of fraud, waste, abuse, and/or privacy violations to HR or CCO.

Reports any conflict of interest or relationship immediately.

HIPAA:

Ensures and adheres to strict confidentiality when handling patient information, according to the HIPAA Privacy Act and hospital policy and procedure regarding confidentiality. Complies with all hospital information security practices.

Has knowledge of and adheres to all compliance regulations, policies and procedures.

NO ACCESS - a workforce member whose job duties do not require any access to protected health information will be prohibited access. However, a staff person with no access may, in the performance of his or her duties, be exposed to incidental use and disclosure.

Final Section I understand that my employment is for an indefinite period of time and that his facility can change wages, benefits, and conditions of employment at any time.

Employee Name & Signature

Date

Supervisor Name & Signature

Date