

LAKE COUNTY TRIBAL HEALTH CONSORTIUM, INC.

JOB DESCRIPTION

TITLE: IT SUPPORT TECHNICIAN
DEPT: ADMINISTRATION
SUPERVISOR: IT SUPPORT MANAGER
CLASSIFICATION: EXEMPT

POSITION SUMMARY:

Responsible for the installation, setup, security, monitoring and maintenance of all information systems as needed, including the Local Area Network (LAN), various software, hardware and telecommunication systems. Provides technical support to LCTH employees and provides strategic technological direction to LCTH.

ESSENTIAL JOB FUNCTIONS:

The list that follows is not a comprehensive list, but rather to provide a representative summary of the major duties and responsibilities. Incumbent may not be required to perform all duties listed and may be required to perform additional, position-specific tasks.

Hardware/Software, Network and PC (Personal Computer) Support

- Maintain LAN. Isolate and resolve network problems.
- Coordinate with the CAO IRM staff to maintain LAN connectivity.
- Install, configure and maintain personal computers, back- up systems, network cabling, and other related peripheral devices and systems.
- Plan and implement network security, including firewalls, file permissions, back up and disaster recovery plans, file system integrity and adding/deleting users.
- Troubleshoot networks, systems and applications to identify and correct malfunctions and other operational difficulties.
- Perform and/or oversee software and application installations and upgrades.
- Maintain software licenses for organization.
- Maintain and update all local servers, including and not limited to the email and Dentrix systems.
- Provide desktop support and security for the LCTH clinic.
- Develop and conduct training and instruction for system users on operating systems, various PC functions, and other applications.
- Investigate user problems, identify their source, determine possible solution, test and implement.
- Maintain all PC's with regard to antivirus protection, security patches and software updates.
- Identify computer needs. Evaluate, recommend and purchase computers, network hardware, peripheral equipment and software.
- Perform regular security reviews of LCTH systems including ongoing virus scans, firewall checks, monitoring of password protection and potential vulnerabilities; respond and report on any electronic security events, train staff on safe and appropriate use of technology.
- Maintain written reports of all findings, activities and resolutions for future reference.
- Prepare and maintain the IT policies and procedures covering items such as the proper use of software, data collection, email system, security and disaster recovery.

Telecommunication

- Maintain and troubleshoot phone systems.
- Facilitate all telecommunications issues with regard to additions and changes to the existing voice and data network.
- In coordination with other LCTH staff, coordinate the technology component of the telemedicine programs at LCTH.

EDUCATION, EXPERIENCE, CERTIFICATIONS AND LICENSES:

- Knowledge of relevant computer hardware, software and operating systems. Ability to install, configure and maintain personal computers, networks and other related hardware and software. Knowledge of technological security systems. Ability to identify and resolve computer system malfunctions and operational problems.
- Skills to effectively communicate with the end-user for problem identification of computer hardware and software failure and resolution of the identified problem. Ability to provide technical training to end users.
- Ability to maintain a professional attitude and appearance at all times, establish and maintain effective working relationships with co-workers. Communicate effectively with individuals and groups both orally and in writing.
- Good organizational skills. Efficiently plan and execute work, meet deadlines and assigned projects in a timely and efficient manner. Maintain detailed records.

All LCTHC employees are expected to:

- Provide the highest possible level of service to clients;
- Promote teamwork and cooperative effort among employees;
- Maintain safe practices; and
- Abide by the LCTHC policies and procedures as they may from time to time be updated.

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. **Sitting / Mobility:** Approximately 40% of time is spent working at a desk. Balance of time (approximately 60%) is spent moving around work areas. **Communication:** Ability to effectively communicate with co-workers, Board members, members of outside agencies, in person, by telephone, and by email. **Vision:** Ability to effectively use a computer screen and interpret printed materials, memos, and other appropriate paperwork. **Lifting / Carrying:** Ability to occasionally lift and/or move objects weighing no more than 50 pounds. **Stooping / Kneeling:** Ability to access files/stock supplies in low cabinets and shelves. **Reaching / Handling:** Ability to input information into computer systems and retrieve and work with appropriate paperwork, equipment, and supplies. Use of standard office equipment, including computer, telephone, calculator, copiers, and fax. Work is performed in an office/clinic environment; continuous contact with other staff and the public.

INDIAN PREFERENCE: Preference may be given to qualified Native American Indians according to the Indian Preference Hiring Act, CFR 25 USC 472. Other than Indian Preference, Lake County Tribal Health Consortium, Inc. adheres to all provisions of the Equal Employment Opportunities Act.

NOTICE OF DRUG-FREE WORKPLACE ACT REQUIREMENT: LCTHC is committed to maintaining a drug free and alcohol free workplace. LCTHC believes that a healthy, productive workforce free from the effects of drugs is very important to all employees and patients. Substance abuse is incompatible with the health, safety, efficiency and the success of LCTHC. Employees who are under the influence compromise LCTHC’S interests, endanger their own and the health and safety of others and can cause a number of other work-related problems. As a condition of employment, each applicant receiving a job offer from LCTHC must take and pass a required drug screen test.

HIPAA Health Insurance Portability and Accountability:

This act was enacted to deal with three main areas with regard to patient information.

- Security of health information
- Standards of electronic transactions
- Privacy of individually identifiable health information

IMPORTANT DISCLAIMER NOTICE

The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or work environment change.

Lake County Tribal Health is an At-Will Employer. Either the employee or LCTHC can terminate the employment at will, without advance notice, at any time, with or without cause.

I have read and understand all aspects of this job description

Employee Signature

Date

Approved by BOD 8/16/2016

Supervisor/Dept. Manager

Date

HR Signature

Date

Board Approved 06/20/2016

Approved by BOD 8/16/2016