Cow Creek Government Office
Position Description

Position Title: IT Technician II - Clinical   **Department:** IT – GO

Reports To: IT Manager   **FLSA Designation:** Non-exempt

POSITION PURPOSE:

Under the general supervision of the IT Manager, this position is responsible for providing technical support to users of clinical desktop computer, telephone, and office equipment. Also for assisting network administration staff in maintenance, repair, analysis, and development of network systems and enterprise applications as well as providing IT training for departmental and corporate staff. May assist IT desktop support with duties not related to medical clinic upon occasion.

ESSENTIAL FUNCTIONS:

- On behalf of medical clinic personnel…

- Performs corrective and preventive maintenance of desktop computers, telephones, and office equipment.
- Performs installation and configuration of hardware / software for desktop computers, telephones, and office equipment.
- Builds, tests, and deploys computers with correct software for the installation.
- Performs periodic inventories of desktop computer, telephone, and office equipment.
- Accurately documents all work performed in Help Desk software application.
- Assists network administration staff in maintenance, repair, analysis, and development of network systems and enterprise applications.
- Provides departmental and corporate training on information technology.
- Ensures that clinical employee needs are the first priority when approaching work assignments.
- Fosters a sense of teamwork and collaboration within the department and property by demonstrating respect for others' judgment and capabilities, and gives praise/recognition to those who earn it.
- Maintains confidentiality of verbal, written and electronic information. Limits access to information on a job-related, need-to-know basis.
- Ensures that both written and verbal communications are clear, concise, complete, accurate and effective.

QUALIFICATIONS:

- Either/or:
  - Associate of Science in Computer Information Systems or equivalent mix of experience and certification / degree required.
  - Microsoft Certified Desktop Support Technician certification or any 2 of the following:
    - Comptia A+
    - Comptia Network+
    - Comptia Security
- 2 years documented experience in maintenance and repair of desktop computer systems required.
- Experience with clinical applications preferred but not required.
- Must work well with medical providers and be respectful of patients who may be in the area.
- Must sign HIPAA agreement.
- Excellent organizational, verbal, interpersonal, and customer relations skills.
- Advanced computer skills with extensive experience in repair and maintenance of computer systems.
- Achieve passing score on basic computer skills exam.
- Must be 21 years of age or older.
- Current Oregon Drivers License with the ability to qualify for the UIDC's Drivers Program.
- Employee must maintain a neat, clean, and well-groomed appearance at all times (specific standards available).