

**CENTRAL MONTANA MEDICAL CENTER
POSITION DESCRIPTION**

Position Title	Information Technology Support Specialist	Grade	
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Department	Information Technology	Exempt	
Immediate Supervisor	IT Manager	Non-exempt	X
Supervisor next in line	CFO	Workweek	40

POSITION SUMMARY

Logs end users issues in helpdesk tracking software and makes minor repairs to personal computer hardware and software systems, and provides technical assistance to system users over the phone or via remote support software for simple issues. Setup new pcs, new hire accounts and permissions. Answers hardware and software questions, serves as liaison between the systems users, and Tier II personnel. Helps with reporting from the EMR system.

Continued employment and raises in this position are dependent upon Central Montana Medical Center's fiscal viability and:

- Actions and communications that contribute to a team concept and create a **positive** environment for **all** customers
- Acceptable performance of essential and all job duties
- Acceptable attendance record
- Accountability for safety to self, patients, visitors and all customers, and care of equipment and building
- Adherence to departmental and facility policies and procedures, education requirements, compliance monitoring and reporting, and CMMC Code of Conduct
- Accountability for the consequences of own actions
- Physical and emotional ability to perform essential functions
- Acceptable background investigation results if required for position

Minimum Education, Experience, Licensure, Certification required:

- College or university program certificate; or two-to-four years related experience and/or training.

ESSENTIAL FUNCTIONS/DUTIES:

(Must be able to perform with or without accommodation)

- 1 Answers users phone calls and emails and logs all issues into help desk system. Assign tickets to correct department for resolution.
- 2 Inspects personal computer equipment and reads order sheet listing user requirements to prepare microcomputer for delivery.
- 3 Loads specified software packages such as operating systems, word processing, or spreadsheet programs into computer.
- 4 Setup new hires account for all systems.
- 5 Responds to client inquiries concerning systems operation and diagnoses system hardware, software and operator problems.
- 6 Coordinates activities with help desk, network services, or other information systems groups.
- 7 Provides updates, status, and completion information to manager, problem request tracking system, and/or users, via voice mail, e-mail, or in-person communication.
- 8 Replaces defective or inadequate software packages.
- 9 Refers major hardware problems to service personnel for correction.
- 10 Knowledge of Microsoft Office software.
11. Other duties as assigned.

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Knowledge, Skills, Abilities:

Identifies and resolves problems in a timely manner; Communicates changes and progress; Responds to requests for service and assistance; Good oral communication; Writes clearly and informatively; Exhibits teamwork; Treats people with respect; Keeps commitments; Displays willingness to make decisions; Sets and achieves goals; Prioritizes and plans work activities; Uses time efficiently;
Approaches others in a tactful manner; Reacts well under pressure; Completes work in timely manner; Adapts to changes in the work environment; Follows instructions/responds to management direction; Takes responsibility for own actions; Volunteers readily; Meets challenges with resourcefulness;

OCCUPATIONAL EXPOSURE for this position:

	Category I	Direct contact with blood or other bodily fluid to which universal precautions apply
	Category II	Activity performed without blood/bodily fluids exposure, but exposure may occur in emergency
X	Category III	Task/activity does not ordinarily entail predictable exposure to blood/bodily fluids

OTHER EXPOSURE for this position:

	Radiation	
	Noise	
	Other (Specify)	

PHYSICAL DEMANDS:

(Essential functions strength rating for position - see Job Analysis)

	Sedentary	Exert up to 10# occasionally or negligible force frequently
	Light	Exert up to 20# occasionally, < 10# frequently or negligible force constantly
X	Medium	Exert up to 50# occasionally, up to 25# or up to 10# constantly
	Heavy	Exert up to 100# occasionally, up to 50# frequently or up to 20# constantly
	Very Heavy	Exert > 100# occasionally, > 50# frequently or > 20# constantly

I HAVE READ AND UNDERSTAND THIS POSITION/JOB DESCRIPTION, AND HAVE BEEN PROVIDED THE OPPORTUNITY TO ASK QUESTIONS AND RECEIVE APPROPRIATE ANSWERS. I ALSO UNDERSTAND THAT REASSESSMENT OF ABILITIES TO MEET POSITION REQUIREMENTS MAY BE PERIODICALLY REEVALUATED.

Employee's Signature	Supervisor's Signature	Date