

HASKELL COUNTY HEALTHCARE SYSTEM

JOB POSTING

Job Title: IT Support Technician
Supervisor: Information Systems Director
Department: Information Systems

Job Summary:

First level of support for peers and users. Should be professional, organized, and must have strong customer service skills, ensuring that standards for delivery and quality of work are followed. Training end users and writing documentation may be required. After hours and weekend support may be required. Ability to quickly adapt to changing circumstances is required.

Job Duties:

1. Assist with the set-up and maintenance of desktop and notebook computers, local and network printers, and other end-user hardware.
2. Support staff in the use of PCs and other office technology.
3. Install, configure, and maintain HCHS LAN environment.
4. Work with multiple hardware and software platforms at an intermediate level.
5. Strong team player with excellent communications skills, both written and oral.
6. Must be a team player, have a great attitude, motivated, and willing and able to work some overtime.
7. Ability to multifunction in fast paced IT environment.
8. Able to follow instructions and complete small projects.

Minimum Knowledge, Skills and Abilities Required:

1. Candidate must have experience with Outlook, Active Directory user management, and end-user support.
2. Experience providing customer support via telephone and in person.

Education, Training and Experience:

1. Minimum of one to two years experience in a help desk / support function.
2. A two-year degree and/or applicable technician certifications are strongly preferred.
3. Experience installing and using Microsoft Office and Outlook.
4. Experience installing and troubleshooting Microsoft XP.
5. Experience installing local and network printers and computer peripherals.
6. Experience with anti-virus and anti-malware applications.
7. Experience with Active Directory is preferred.

Physical Requirements:

- Moderate to prolonged standing, walking, bending, and stooping.
- Ability to perform tasks involving physical activity, which may include assisting with lifting exceeding 50 pounds