

MASON CITY CLINIC
Job Description

Job Title: IT Support Technician

FLSA Status: Non-exempt

Job Code:

Employee Group: Non-management

Department: MIS

General Summary:

Provides technical support to maintain in-house computer systems, both hardware (approximately 200 PCs and 100 printers) and software (assortment of windows applications including Microsoft Office suite and others) and other peripheral equipment to ensure optimal performance of computer operation systems so that end users can accomplish business tasks. This includes receiving, prioritizing, documenting, diagnosing and actively resolving end user help requests. Problem resolution activities may involve installing, configuring, repairing, and upgrading equipment. Works cooperatively as part of the team to provide excellent customer service.

Duties and responsibilities:

- 1) Receives requests from users having specific computer-related problems (i.e. PC, printer, etc.), identifies source of specific problem and resolves problem in an accurate and timely manner. Requests may be received and assistance may be provided over the phone, face-to-face, and on-line.
- 2) Prioritizes requests based on severity of problem and impact to users ability to do their job and overall business operations.
- 3) Installs and performs minor repairs to hardware, software, or peripheral equipment, following design or installation specification.
- 4) Refers problems that cannot be resolved to MIS staff.
- 5) Configures new and existing PCs by installation of appropriate operating system, software, etc. as outlined by guidelines and user's specific job needs.
- 6) Configures printers to work with appropriate network systems.
- 7) Reads technical manuals, confers with users, or conducts computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
- 8) Installs software upgrades on existing PCs.

- 9) Works cooperatively with purchasing to obtain the most cost-effective quotes for hardware and software purchases.
- 10) Maintains documentation of problems and remedial actions taken or installation activities.
- 11) Educates users on the proper use of and troubleshooting activities for hardware or software utilized.
- 12) Works cooperatively as part of the team to provide excellent customer service.
- 13) Conducts special projects as requested.

Qualifications:

- 1) Knowledge of PC hardware, software, and operating systems (currently Windows XP & 7) typically obtained through one-year post high school education or equivalent related work experience.
- 2) A minimum of one-year previous work experience with windows applications including Microsoft Office suite, antivirus applications, operating system installations and upgrades, and networked environment. Prior troubleshooting experience preferred.
- 3) Ability to read, analyze, interpret and apply general technical instructions and procedures.
- 4) Approximately three to six months training time to become familiar with clinic systems, staff, etc.
- 5) Strong customer-service skills with demonstrated ability to effectively interact with technical and non-technical end users in a pleasant, cooperative, and helpful manner.
- 6) Strong communication skills in order to communicate effectively in user-friendly terms, both verbally and in writing.
- 7) Ability to be a team player with effective interpersonal skills.
- 8) Demonstrated ability to solve problems and work independently.

Physical Demands:

While performing these duties, will be required to regularly sit, stand, use hands and fingers, reach with hands and arms, talk, and hear. Frequently is required to walk, stoop, kneel, and crouch. Frequently required to lift and/or move up to 20 lbs and occasionally lift and/or move up to 60 lbs. See attached Physical Demands Worksheet for further details.

Working Conditions:

Works in normal office environment where there are few, if any, physical discomforts due to dust, dirt, noise and the like.

Reporting Relationships:

Reports to MIS specialist.

Approvals:

Administrator

Date

The above is intended to describe the general content of and the requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

4/2008

WORKING CONDITIONS AND PHYSICAL DEMANDS WORKSHEET

Job Title: IT Support Technician

Department: MIS

1. Physical Activities

Activity	Does Not Apply	Occasionally (8-10%)	Periodically (11-20%)	Frequently (21-50%)	Very frequently (51-80%)	Continuously (80% or more)
Balancing	X					
Bending				X		
Climbing	X					
Crawling		X				
Crouching				X		
Kneeling				X		
Reading					X	
Sitting					X	
Squatting						
Standing				X		
Stooping			X			
Walking				X		

2. Lifting and/or Pushing and Pulling

Weight	Does Not Apply	Occasionally (8-10%)	Periodically (11-20%)	Frequently (21-50%)	Very frequently (51-80%)	Continuously (80% or more)
0-10 pounds					X	
10-20 pounds				X		
20-30 pounds		X				
30-60 pounds		X				
Over 60 pounds		X				

3. Carrying and/or Pushing Pulling

Weight	Does Not Apply	Occasionally (8-10%)	Periodically (11-20%)	Frequently (21-50%)	Very frequently (51-80%)	Continuously (80% or more)
0-10 pounds					X	
10-20 pounds				X		
20-30 pounds		X				
30-60 pounds		X				
Over 60 pounds		X				

4. Visual Activity

Level	Yes	No	Comment
Near Vision	X		
Far Vision		X	
Depth Perception		X	
Fine Discriminate Detail	X		
Color Vision	X		
Field of Vision		X	

5. Auditory Activity

Level	Yes	No	Comment
Distinguish Sounds	X		
Distinguish Pitch		X	
Distinguish Tone		X	
Hear Speech	X		

6. Sensory Activity (Touch & Smell)

Level	Yes	No	Comment
Distinguish Hot & Cold	X		
Distinguish Range of Temperature	X		
Distinguish Surfaces		X	
Fine Motor Skills to Grasp	X		
Manual Dexterity	X		
Detect Odors		X	
Distinguish Odors		X	

7. Verbal Activity

Level	Yes	No	Comment
Make Sounds		X	
Form Words	X		
Speak Loudly		X	
Speak Softly	X		

8. Mental Activity

Activity	Does Not Apply	Occasionally (8-10%)	Periodically (11-20%)	Frequently (21-50%)	Very frequently (51-80%)	Continuously (80% or more)
Performing detailed tasks (bookkeeping, transcribing, etc.)					X	
Subjected to interruptions					X	
Subjected to changing work priorities					X	

9. Hazardous Conditions

Activity	Does Not Apply	Occasionally (8-10%)	Periodically (11-20%)	Frequently (21-50%)	Very frequently (51-80%)	Continuously (80% or more)
Exposure to marked changes in temperature & humidity	X					
Exposure to electrical shock		X				
Exposure to vapor, fumes & gases	X					
Exposure to radiation	X					
Exposure to infectious disease	X					
Driving automotive equip.	X					
Exposure to weather elements	X					