

## IT Support Specialist

---

**Job Title:** IT Support Specialist

**FLSA Classification:** Non-Exempt

**Department:** IT Department

**Supervisor:** IT Manager

### **JOB SUMMARY:**

Under the supervision of the IT Manager, the IT Support Specialist will be responsible with assisting in the direction of activities that provide support to the Innovative Integrated Health mainframe computer environment. The IT Specialist will work within general methods and procedures, exercises considerable independent judgment to select the proper course of action, and is required to ensure conformance with established guidelines, methods, procedures, and policies related to the information technology program area and healthcare.

**TRAVEL:** There may be some travel to clinics in the surrounding area depending upon the location(s) of providers.

### **ESSENTIAL JOB FUNCTIONS:**

- Assists with evaluating and verifying employee performance through the review of completed work assignments and work techniques.
- Identifies staff development and training needs and ensures that training is obtained.
- Ensures proper labor relations and conditions of employment are maintained.
- Assists in implementing the policies and procedures for the Innovative Integrated Health IT department which are compliant with healthcare and employee regulations.
- Monitors mainframe system processing activities by observing console peripherals, input and output, to ensure throughput of data
- Maintains the mainframe computer system operating schedules; analyzes computer system load and operating problems to utilize equipment and personnel effectively.
- Assists with coordinating the mainframe activities of data processing operations with programming, systems analysis, and with users.
- Assigns e-mails, passwords, encryption subscriptions, cell phone access, and all technology based needs for the facility.

- Checks mainframe computer system malfunctions with the operators and uses a more extensive knowledge of computer operations in diagnosing and restarting the system.
- Support the Helpdesk trouble calls and the diagnosis of equipment problems.
- Diagnose and assess, the building of cables, and the replacement of boards and components to identify or remedy failures
- Monitor performance of all functions required to prepare and install microcomputers and related equipment including connections to the data communications network.
- Coordinates sending out equipment for repair. May occasionally perform any task assigned to subordinate staff, consistent with any licensing or certification requirements.
- Performs related work appropriate to the classification as assigned.
- Knowledge of advanced concepts and basic operating principles of data communications and information systems hardware and software.
- Other duties as assigned

#### **WORK ENVIRONMENT:**

- This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

#### **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.
- While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; and taste or smell. The employee must occasionally lift or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

#### **EDUCATION AND CERTIFICATION**

- Bachelor's Degree preferred
- Is medically cleared for communicable diseases and has all immunizations up-to-date before engaging in direct participant contact.

#### **REQUIRED QUALIFICATIONS:**

- Certified Professional with considerable knowledge of training and supervisory techniques within the field of Information Technology
- 3+ years of experience within the field of Information Technology
- Ability to present information in one-on-one and group settings
- Ability to communicate information in a professional and confident manner

- Demonstrated ability in critical thinking, self-initiative, and self-direction
- Ability to conduct training and informational sessions to all staff
- Ability to communicate effectively.

**Acknowledgment**

**I have read** the above IT Support Specialist job description and fully understand the requirements set forth therein. I meet all the requirements of this position, and I can perform all essential functions of the job with or without reasonable accommodations. I agree to abide by the requirements set forth in this document.

**I understand** the contents of this job description are presented as a matter of information only and as guidance as to the expectations of Innovative Integrated Health for this position. This job description is not intended to give rise to contractual rights or obligations, or to be construed as a guarantee of employment for any specific period of time or for any specific type of work. Furthermore, Innovative Integrated Health reserves the right to interpret, amend, modify, or cancel or withdraw any or all sections or provisions of this job description at any time with or without notice.

**I understand** that employment at Innovative Integrated Health is “at will”, meaning that employment is for no definite period of time and may be terminated by me or Innovative Integrated Health at any time and for any reason.

\_\_\_\_\_

Employee Print Name

\_\_\_\_\_

Employee Signature

\_\_\_\_\_

Date

We are an Equal Opportunity Employer and do not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity, status as a veteran, and basis of disability or any other federal, state or local protected class.