

Hospice of Southern Maine

Position Description

Title:	IT Support Specialist	Reports to:	IT Supervisor
Primary Location:	Main Office	FSLA Class:	Non-Exempt
Supervises:	None	Effective Date:	10/01/2021

Position Summary:

The IT Support Specialist provides staff with assistance using software, hardware, networks, and systems through direct end user support, configuration, and training. Duties include tracking and management of user accounts, licenses, inventory, and IT supplies to ensure staff have access to the equipment and systems needed to perform their duties. Provides data and analytical support through data collection, report generation, and monitoring of systems.

Qualifications:

- **Education:** Associates Degree in information technology, computer science, mathematics or business-related field.
- **Experience:** Customer service experience required; Tier 1 IS support experience required; Experience using Excel required; Experience maintaining statistical business reports in Excel and providing written or verbal summaries of the business information preferred; Knowledge of reporting software or experience extracting data from databases preferred. A combination of education and experience may be considered.
- **License/Certification:** Valid driver's license with an automobile that is insured in accordance with state and/or agency requirements and is in good working order.

Essential Duties & Responsibilities:

1. Provides first line help desk assistance.
 - a. Provides users with ongoing assistance as issues arise and seeks appropriate guidance for more complex problems.
 - b. Walks customers through problem solving process.
 - c. Provides technical support to users in an efficient manner.
 - d. Provides follow through from feedback through problem resolution.
 - e. Recommends procedure modifications and improvements.
2. Provides initial user training in the basic functions of agency telephones and computer equipment in a standard manner.
3. Conducts setup of computers, printers, multifunctioning devices, audio-visual equipment and other information technology.
4. Utilizes available services and resources to configure and manage equipment and software.
5. Manages inventory of telephones and computer equipment
 - a. Assists with user account creation and management.
 - b. Maintains inventory of computer and telephone equipment, licenses and applications.
 - c. Orders replacements as directed or within set par levels to assure Agency readiness.
6. Participates in on-call support
 - a. Participates as needed in after-hours projects.
 - b. Participates in on-call program.
7. Assists with monitoring HSM systems and data through monitoring, data gathering, report running, and responding to alerts.
8. Performs additional duties as assigned.

Other Job Functions:

The following is a list of other responsibilities of this position but is not intended to cover all possible related duties that this position may be required to perform from time to time.

1. Protect the patients' right to privacy and the confidentiality of patient and business records and information.
2. Works with diverse social and economic situations without imposing own values; maintains appropriate professional boundaries.
3. Provides timely and appropriate response to internal and external customer needs.
4. Participates in meetings and program improvement activities as required.

Required Skills, Abilities, Knowledge:

1. Strong analytical, critical thinking and mathematical skills
2. Proficiency in the use of MS Excel, MS Outlook, MS Word required. Proficiency in use of MS Powerpoint preferred.
3. Experience using Apple iPhone.
4. Ability to communicate accurately and effectively in verbal and in writing.
5. Energy and passion for detail and accuracy.
6. Strong desire to help individuals gain technical skills.
7. Fast learner and self-directed.
8. Commitment to excellent customer service.
9. Well organized, able to multitask, juggle changing priorities, good troubleshooter.
10. Reliable and flexible; able to adapt to changing Agency priorities in a positive manner.
11. Demonstrates understanding of hospice philosophy.
12. Contributes to positive atmosphere; demonstrates positive interactions with all internal and external customers.
13. Demonstrates ability to be a productive team member.
14. Demonstrates knowledge and support of agency's safety and OSHA policies. Demonstrates use of safety judgment on a case-by-case basis. Utilizes proper body mechanics and safe working techniques and reports unsafe environments/practices to supervisor in a timely manner.
15. Demonstrates understanding of HIPAA Privacy Standards and related Agency policies.
16. Acts in a manner consistent with the Code of Conduct outlined in the Agency's Corporate Compliance Program.
17. Demonstrates understanding and compliance with agency policies, including but not limited to, professional boundaries, documentation, continuing education, attendance/work schedules and required HR documentation, State and Federal policies and procedures, laws and regulations.

Physical Requirements:

The physical requirements described are representative of those that must be met to successfully perform the essential responsibilities of this position. Reasonable accommodations may be made.

	Occasional (25%)	Frequent (50%)	Continuous (75%)
Lift or transfer			
Up to 10 lbs.			X
11-20 lbs.		X	
21-35 lbs.		X	
Carry		X	
Push or pull		X	
Climb	X		
Reach		X	
Stoop or bend		X	
Crouch		X	
Kneel		X	
Handle or feel		X	

	Occasional (25%)	Frequent (50%)	Continuous (75%)
Talk			X
Hear			X
See			X
Sit, walk, stand			X
Distinguish smell/temperature	X		
Exposure to blood borne pathogens and infectious disease	X		
Exposure to hazardous materials	X		
Repetitive Motion			X

Visual Requirements:

1. The worker deals with office and/or medical equipment at or within arms reach.
2. Must be able to see to drive and review computer and paper documents.
3. Must be able to type to perform basic job responsibilities.

Mental Requirements:

Requires the ability to plan and perform a wide variety of duties requiring general knowledge of policies and procedures.

Requires judgment to work independently toward general results, devising methods, modifying or adapting standard procedures to meet different conditions, making decisions based on precedent and policy.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee or for this job. Duties, responsibilities and activities may change at any time with or without notice.

Employee's Signature _____ Date _____