

JOB DESCRIPTION

Job Classification: IT Helpdesk Analyst

Reports to: IT Helpdesk Manager

Status: Classification: Non-Exempt

Supervises: N/A

Last reviewed: 02/22/2024

POSITION PURPOSE:

The IT Helpdesk Analyst is responsible for providing efficient and timely support for Valley View Health Center end users. Responsibilities include troubleshooting, remediation, coordination, escalation, tracking, and management of our multi-client environments through the helpdesk ticketing system. The systems being managed are in support of Valley View Health Center's operations including internal IT equipment, phones, and software. This position will act as the primary support point of contact for all end-users and extend coordinated support to partners allowing Valley View Health Center to ensure best outcomes for patients.

MINIMUM QUALIFICATIONS:

Education: AA or AS in computer science or related field required. A+ and MCP preferred.

Experience: Previous experience in helpdesk or technical support preferred. Previous experience in a healthcare setting is preferred.

Physical demands: Ability to physically perform the functions of the job, including sitting, standing, walking, lifting, carrying, bending, and reaching with or without reasonable accommodation. Ability to travel to remote sites with personal transport.

Skills:

- Microsoft Office Suite (including end-user support)
- Microsoft Windows OS (various)
- Microsoft Networking (Printer Management, File Share management, Active Directory, IIS, IE, DHCP, DNS)
- Mac OS (iPads)
- Basic skills to support mobile devices
- Basic networking skills
- Building and cloning of end-user workstations and laptops
- Remote control technologies
- Phone System
- Strong computer skills
- Knowledge of privacy regulations and ability to maintain patient privacy in daily role
- Ability to work independently and as part of a team in a timely, organized, methodical manner
- Requires a high degree of effective time management, dependability, and ability to work with little supervision to complete tasks.
- Effectively communicates orally and in writing, including the ability to communicate technical information both orally and in writing to people at varying technical levels

- Relates and interacts positively and professionally with staff at all levels of the organization
- Ability to travel to remote sites with personal transport

PRIMARY JOB RESPONSIBILITIES:

- A. Provides support for user problems relating to hardware and software issues for local and remote users. Standards:
- Set up equipment and access (including network and pertinent application access) for employee use, performing proper installation of hardware (including printing and faxing), operating systems, and application software.
 - Inspects equipment and software periodically for adequate functionality including patches and updates.
 - Complete on a timely basis employee activations and deactivations in all systems including the EHR as well as document the changes.
 - Diagnose and repair reported problems, which includes documentation of all pertinent end-user information and nature of problem or issue as well as resolution status and process.
 - Modify configurations, utilities, software default settings for local workstations (including laptops), and thin client devices. Perform timely workstation hardware and software upgrades as required.
 - Install, test, and configure new workstations, peripheral equipment (phones, printers, faxes), and software.
 - Assist with onboarding of all new users, including PC setup, EHR setup, and deployment for new employees using standard hardware, images, and software.
 - Strict adherence to defined helpdesk policies and procedures.
 - Route and escalate advanced issues to respective responsible parties, conduct periodic follow-ups, and maintain resolution status.
 - Assists with offboarding of all users which includes documenting the changes.
- B. Provide helpdesk support, resolves end-user problems, and communicates resolution. Monitors and responds quickly and effectively to requests received.
- C. Utilize and maintain the helpdesk tracking software for all issues reported to the helpdesk, regardless of the reporting mechanism.
- Log, track, document, and resolve incoming requests using the helpdesk software solution.
 - Maintain detailed and accurate call/ticket logs/reports and trouble tickets within helpdesk software and ensure accuracy of ticketing daily.
 - Assist with internal physical moves of all hardware.
- D. Maintain inventory through documentation of all equipment, software, and software licenses, including the decommissioning of equipment.
- E. Assists with organizational projects as assigned.
- F. Participate in “off-hours,” weekend, and on-call support as scheduled.

G. Performs other related duties as assigned. Standards:

- Follows guidelines established at the time of assignment.
- Accepts assignments willingly.
- Prioritizes workload to ensure timely completion of the assignment.
- Asks appropriate clarifying questions relative to the scope of the assignment.

ACKNOWLEDGMENT:

I have read and understand the above Job Description and agree with it.

Employee Signature

Date

Supervisor Signature

Date