

JOB TITLE: IT Support Technician I	DEPARTMENT: IT	POSITION OF SUPERVISOR: IT Manager
FLSA STATUS: Exempt	ANTICIPATED HOURS PER WEEK: 40	EFFECTIVE DATE: 1/1/2024

Position Summary:

The position of IT Support Specialist (level 1) is responsible for maintaining and installing computers and peripheral devices, and training users in their effective use.

All employees must have the ability to communicate in a customer service environment and produce positive impressions and outcomes and provide professional customer service contact with employees/staff, and patients. Employees should possess the ability to function as a team member; the ability to utilize good judgment to solve problems; the ability to read and comprehend policy, procedures, and instructions; and the ability to maintain privacy of information with respect to patients.

Qualifications:

Education/Training:	High school diploma or equivalent. Knowledge of MS Office. Knowledge of PSMC's office equipment. Knowledge of the principles and practices of information systems operations. Ability to train end users.
Special Skills, Licenses or Certifications:	Positive and effective communication skills under normal conditions and when under pressure. Ability to install and maintain computer hardware, monitors, and other peripheral equipment. Must have a basic understanding of computer networking. Must work well with users in providing training on software and hardware.
Physical/Mental/Special Demands:	Physical Demands: Light to medium work, with some extended sedentary work. This position may require long hours in front of a computer screen. Pushing, pulling, lifting, exerting up to 35 pounds of force occasionally, and/or 10 to 20 pounds of force frequently, and/or up to 10 pounds of force constantly. Environmental Demands: Inside work. Exposure to dust. Mental Demands: Ability to read and comprehend technical manuals and instructions; layouts, blueprints, schematics; procedures, safety and general instructions and memos. Ability to perform moderate mathematical functions including addition, subtraction, multiplication, and division. Ability to speak clearly and concisely. Ability to write compound sentences relaying information, data and details
Work Environment:	Work is performed in an office setting with exposure to work stress, environmental stress, and frequent interruptions; noise level is moderate; work may involve exposure to blood, bodily fluids, and communicable diseases;

ESSENTIAL FUNCTIONS:

Installing and repairing computers, monitors, and peripheral devices

- Support end users in-person, over the phone, or via email and ticketing system
- One on one user training for hardware and software
- Prepare recommendations, reports and proposals as directed.
- High attention to detailed organizing and arranging of data and equipment.
- May perform other duties as directed by the assigned supervisor, manager, or Chief Officer
- Adheres to and follows the policies and procedures of PSMC.
- Proficiency in current Microsoft Windows and Office

SUPERVISION RECEIVED

This position reports to and receives direction from the location Supervisor and/or Manager with work reviewed in progress and upon completion for achievement of desired results.

SUPERVISION EXERCISED

This is not a supervisory position.

Approved by:

	IT Manager	
(Supervisor – Signature)	(Title)	(Date)
	Human Resources Manager	
(Human Resources– Signature)	(Title)	(Date)

Receipt and Acknowledgment:

I acknowledge and understand that:

- This job description, and receipt and acknowledgment of this job description, does not imply or create a promise of employment or employment contract of any kind. I understand and acknowledge that my employment with Pagosa Springs Medical Center is “at will” and may be terminated by me or the employer at any time with or without cause.
- The job description provides a general summary and requirements of the position in which I am employed. At this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor if, at any time, I am no longer qualified for my position and/or unable to perform the job requirements or essential functions of my job.
- Positions, job descriptions, duties, tasks, work hours, work requirements and qualifications may be changed at any time at the discretion of Pagosa Springs Medical Center.
- Acceptable job performance requires: (a) proper compliance with and completion of all aspects of the job description; and (b) compliance with PSMC policies, procedures, rules and directives.
- I have read and understand this job description.

(Print Employee Name)	(Employee Signature)	(Date)