



Elbowoods Memorial Health Care Centers

1058 College Drive
New Town, ND 58763-4400
(701) 627-4750
Fax: (701) 627-2809

EXEMPT
NON-EXEMPT

POSITION DESCRIPTION

POSITION: IT Tech/Desktop Support
RESPONSIBLE TO: IT Director
SALARY: Starting salary will be determined by funding, experience, and training level.
CLASSIFICATION: Non-Management, Regular, Full-time
LOCATION: Elbowoods Memorial Health Center
1058 College Drive
New Town, ND 58763-0400

POSITION SUMMARY: This position assists staff with technical support of desktop computers, applications, and related technology. Support includes specification, installation, and testing of computer systems and peripherals within established standards and guidelines. Activities require interaction with application software and operating systems to diagnose and resolve unique, non-recurring problems. The position utilizes one-on-one consultancy to end users and University Network staff. The employee in this position also assists in the maintenance and testing of network servers and associated equipment. The position's responsibilities require independent analyses, communication and problem solving. Work is performed with little supervision and requires initiative and judgment.

ESSENTIAL RESPONSIBILITIES:

1. Assists staff with the installation, configuration, and ongoing usability of desktop computers, peripheral equipment and software within established standards and guidelines.
2. Works with vendor support contacts to resolve technical problems with desktop computing equipment and software.
3. Works with Help Desk and Network Operations staff as appropriate to determine and resolve problems received from clients.
4. Interact with numerous computer platforms in a multi-layered client server environment.
5. Ensure desktop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email servers, computer conferencing systems, application servers, and administrative systems.
6. Installs computers and phones for new Employees at EMHC.
7. All calls and emails will be routed through this Tier 1 positions
8. Manages and Maintains EMHC's IT ticketing system.
9. Trains and orients staff on use of hardware and software.
10. Responsible for keeping printers and other end devices operating for staff.
11. And other duties as assigned.

QUALIFICATIONS, EXPERIENCE, EDUCATION

- Associates' degree in Information Technology, **PREFERRED**. *Must submit copy of degree or transcripts with application.*
- Bachelor's degree in Information Technology, **PREFERRED**. *Must submit copy of degree or transcripts with application.*
- Demonstrated experience planning, implementing and evaluating program use of EHR software, **PREFERRED**.
- Possess 3-5 years of project leadership experience in Health Care or related field, **PREFERRED**.
- Possession of a current, valid North Dakota State Driver's License, reliable transportation, and telephone, **REQUIRED**.
- Ability to work independently in the absence of supervision.
- Must be responsible, dependable, and able to maintain confidentiality of information.
- Must submit and clear Criminal Records Background Check.
- Must submit to an Alcohol/Drug Screen and random testing as per policy.
- Indian Preference will apply. *Must submit documentation with application to qualify for Indian Preference.*
- Veterans Preference will apply. *Must submit documentation with application to qualify for Indian Preference.*

WORKING CONDITIONS:

- Work is performed in an office environment with varying conditions of noise level, temperature, and illumination.
- Occasionally lifts up to 40 pounds of material.
- Requires eye-hand coordination and manual dexterity sufficient to operate keyboard, computer and other office equipment.
- Work situations may be stressful and require irregular hours.
- Potential exposure to blood and other hazardous material, communicable diseases, and other conditions common in a health care environment.
- Work is performed inside and outside the property with exposure to inclement weather and unpredictable crisis situations.
- Shift work may be required.
- Extensive walking is required since interaction between all disciplines within the health care operations and management is required.
- Travel may be required to accomplish facility goals.

ACKNOWLEDGEMENT

This job description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive, and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR THREE AFFILIATED TRIBES HEALTH CARE CENTER POSITIONS.