



Job Description

IT Support Specialist

Redwood Community Health Coalition is comprised of 17 community health centers and public health clinics in Sonoma, Napa, Marin, and Yolo Counties. RCHC health centers serve as the 'medical home' for 160,000 people. We are committed to meeting the needs of our members' diverse, multi-cultural populations through integration of services, education and advocacy. As a consortium of safety-net health care providers, our mission is to improve access to and quality of care to uninsured and underserved people in our four-county region.

POSITION SUMMARY: Under the supervision of RCHC's TSO Manager, the IT support Specialist I, assists the IT Department team in implementing and supporting complex healthcare information technology systems for our health center users and RCHC staff. This is a full time position based in Petaluma with some travel to health centers sites across the region.

PRIMARY DUTIES AND RESPONSIBILITIES:

1. Troubleshoot complex applications and systems. Issues to be resolved require a broad range of troubleshooting skills related to: software functionality, application setup, database management, data analysis, operating system configuration, performance tuning, installation and user training.
2. Monitor support queue and prioritize numerous issues and projects with varying levels of priority and/or severity. Must effectively manage the resolution of all issues & completion of projects within accepted service levels.
3. Gain and maintain a high level of understanding of software applications.
4. Provide onsite support and act as project resource to headquarters staff
5. As assigned will participate or lead on multiple technology projects.
6. Based primarily at Petaluma office, but there will be to travel to member sites to assist in systems implementation.
7. Participate in rotating on-call (after hours) support.

MINIMUM POSITION REQUIREMENTS:

- **EDUCATION, EXPERIENCE, KNOWLEDGE, SKILLS:**
 - At least 4 years supporting end users in corporate network environment (home pc support is not equivalent).
 - At least 4 years supporting business software applications.
 - Experience troubleshooting and resolving computer hardware and software issues.
 - Experience in an IT team as part of a support desk environment (issue tracking).
 - Experience with software vendor management (follow up, follow up, follow up).
 - Working knowledge of networks and networking protocols.
 - Experience with Microsoft desktop and server operating systems.
 - Post secondary education and/or technology training.

- **SPECIAL SKILLS, EQUIPMENT, OTHER REQUIREMENTS:**

Experience with the following would be a big plus:

- Healthcare applications such as billing (PMS) or Electronic Medical Records (EMR).
- Clinical experience or background

- Must have a reliable vehicle & insurance, be prepared to use it on company business (mileage reimbursed) and possess a valid California driver's license.
- This position is based in Petaluma. Telecommute is not an option.
- Our sites are spread across northern California. You must be willing and able to provide onsite support as needed.
- Local candidates preferred (relocation not provided & we cannot sponsor immigration at this time).
- Background check will be performed. We do check references.
- As needed may be required to attend out-of-state training.
- Participate in rotating on-call (after hours) support.

- **PHYSICAL REQUIREMENTS:**

- Ability to sit, stand, stoop, reach, lift (up to 20 pounds), bend, etc., hand and wrist dexterity to utilize computer.
- Vision and hearing required to use computer and to attend teleconferences and communicate with members.

SALARY/BENEFITS

1. Salary depends on experience
2. Non-exempt position
3. Health, dental, and retirement benefits as outlined in the benefits summary.
4. Paid holidays, paid-time-off (PTO), and sick leave as outlined in the benefits summary.

SUBMIT RESUME TO:

Jobs@rchc.net

Posted 1/7/10