



## **Job Description IT Support Specialist I**

Redwood Community Health Coalition is comprised of 15 community health centers in the counties of Sonoma, Napa, Marin, and Yolo. RCHC health centers serve as the ‘medical home’ for over 160,000 people. We are committed to meeting the needs of our health centers’ 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. RCHC is a recognized leader in Quality Improvement and is one of the first community health center networks to implement a region-wide Electronic Health Record (EHR).

**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. This is a full time position based in Russian River with some travel to health centers sites across the region as needed.

### **PRIMARY DUTIES AND RESPONSIBILITIES:**

1. On-Site lead technician for level I user support, based primarily in one of our health centers.
  - a. Provide technical support to clinical and non-clinical users
  - b. Diagnosing hardware and software problems
  - c. Routine computer maintenance
  - d. Installing/configuring new computers
  - e. Repairing/upgrading PC hardware and software
  - f. Troubleshooting printers/scanners
  - g. Maintaining inventory of equipment
  - h. Undertake the day to day operation of backup systems including rotation of backup tapes.
  - i. Some infrastructure support
  - j. Documenting systems
  - k. Escalate infrastructure/server issues to Level II and Level III engineers
2. Monitor support queue and prioritize numerous issues and projects with varying levels of priority and/or severity.
3. Gain and maintain a high level of understanding of software applications.
4. Act as project resource to headquarters staff as needed
5. Must effectively manage the resolution of all issues and complete requests within accepted service levels.

### **MINIMUM POSITION REQUIREMENTS:**

- **EDUCATION, EXPERIENCE, KNOWLEDGE, SKILLS:**

- At least 4 years supporting end users in corporate network environment (home pc support is not equivalent).
- On the job experience troubleshooting and resolving computer hardware and software issues..
- Experience in an IT team as part of a support desk environment (issue tracking).
- Working knowledge of networks
- 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](mailto:Jobs@rchc.net)

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