



IT Support Job Description

Position Title: IT Assistant – Tier 1 Support

Reports to: Systems & Applications Specialist

Job Status: Full-Time

FLSA Status: Non-Exempt

Positions Supervised: None

Position Summary: Provide first-line support to all end users of IT services through technical and troubleshooting assistance related to computer hardware and software, mobile devices and other related tools and equipment. Answer help desk tickets, calls and emails and log all requests and resolutions into help desk database.

Essential Functions:

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

- Provide prompt IT support and troubleshooting services to all team members. Field incoming help requests from end users via ticket submission, phone calls and email.
- Troubleshoot, diagnose and resolve problems related to computer operating systems, hardware and software, mobile devices and other related equipment, as directed by supervisor.
- Install and modify computer hardware and software as directed by supervisor.
- Record, track and document the help desk problem-solving process, including all successful actions taken through to the final resolution.
- Communicate with all team members regarding IT system and network information, updates and other information as directed by supervisor.
- Prioritize and schedule troubleshooting of problems to provide efficient support. Escalate problems when required to the appropriate support team members, technicians or outside vendors and consultants according to guidelines as directed by supervisor.
- Test fixes before implementation to ensure problems have been adequately resolved as directed by supervisor.
- Perform preventative maintenance on IT equipment, including checking and cleaning of workstations, printers and peripherals. Routinely monitor functioning of IT equipment and make necessary modifications to ensure equipment remains operational.
- Analyze end user and company IT needs and make recommendations of modifications and upgrades when needed to supervisor.
- Maintain IT inventory database in conjunction with supervisor.
- Provide basic IT education and training to end users to ensure effective use of computer hardware and software. Translate technical information into understandable and actionable direction for end users as directed by supervisor.
- Maintain knowledge of IT best practices and computer technology.



- Perform all other duties as assigned.

Competencies:

- Knowledge of medical office principles, standards, applications, and tests.
- Accuracy – Ability to perform work accurately and thoroughly.
- Communication – Ability to communicate effectively verbally and in writing.
- Compassion – Ability to be empathetic, kind, and patient. Communicates in a way that upholds the dignity of others.
- Computer Skills – Proficient ability to use a computer, Word, Excel, and electronic medical records.
- Confidentiality – Maintain patient, team member, and employer confidentiality. Comply with all HIPAA regulations.
- Customer Service Oriented – Friendly, cheerful, and helpful to patients and others. Ability to meet patients' and others' needs while following office policies and procedures.
- Decision Making – Ability to make critical decisions while following CHP policies and procedures.
- Detail Oriented – Ability to pay attention to the minute details of a project or task.
- Enthusiasm – Ability to perform duties energetically and positively; actively contribute to the betterment of the organization.
- Flexibility – Ability to adapt easily to changing conditions and work responsibilities.
- Integrity – Displays honesty, trustworthiness, and accountability.
- Positivity – Display a positive attitude and is a positive agent for change.
- Problem Solving – Ability to wholly resolve difficult and/or complex issues.
- Professionalism – Displays a positive and welcoming attitude, adheres to dress code policy, maintains composure in difficult situations and courteous interactions, and no gossiping.
- Teamwork – Work as part of a team and collaborate with co-workers.
- Working Under Pressure – Ability to complete assigned tasks under stressful situations.

Education and Experience:

- High school diploma or equivalent required
- Associate degree or higher preferred
- IT help desk or related experience preferred

Certification and Licensure:

- None required

Work Environment:

- Environmentally controlled medical office environment
- Fast-paced environment
- Work hours subject to office needs to ensure coverage during all hours of operation
- Frequent interaction with a diverse population including team members, providers, patients, insurance companies, and other members of the public

Physical Demands:

- Frequent sitting, writing, typing, grasping and speaking
- Occasional standing, walking, reaching, bending, stooping, lifting and carrying
- Lifting, carrying, pushing and pulling up to 50 pounds
- Frequent use of computer, keyboard, copy and fax machine and phone
- Occasional local travel between office locations



CHP has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the team member's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors, managers, directors or officers as deemed appropriate. This document does not represent a contract of employment, and CHP reserves the right to change this job description and/or assign tasks for the team member to perform, as CHP may deem appropriate.

Team Member Signature: _____

Date: _____

Revision Dates: 01/2023