

THE DOCTORS CLINIC

Excellence in Patient Care

JOB TITLE: IT Support Analyst
REPORTS TO: IT Manager
EXEMPT/NON-EXEMPT: Non-Exempt
POSITION OVERVIEW: Support and maintain technology equipment and software. Installs, configures, repairs, maintains, diagnoses, and upgrades all corporate hardware and equipment to ensure optimal performance.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:

1. Receive and respond to help desk work orders, calls, pages, and/or e-mails regarding hardware and software issues.
2. Install, configure, test, maintain, monitor, and troubleshoot end user and network hardware, peripheral devices, printing/scanning devices, presentation equipment, and other products.
3. Where required, install, configure, test, maintain, monitor, and troubleshoot associated end user software and networking software products.
4. Perform on-site analysis, diagnosis, and resolution of complex hardware problems for a variety of end users, and recommend and implement corrective solutions, including off-site repair as needed.
5. Answer to and perform moves, adds, and changes (MAC) requests as they are submitted by managers.
6. Assist in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring desktop operations
7. Develop and maintain an inventory of all computers, printers, and other components and equipment.
8. Accurately document instances of desktop equipment or component failure, repair, installation, and removal.

ADDITIONAL RESPONSIBILITIES

1. Maintain confidentiality of sensitive information.
2. Document work processes as required.
3. Perform other duties as assigned

QUALIFICATIONS

Education: High School diploma or GED, Associates degree in Information Systems, preferred.

Experience: Minimum two (2) years technical experience in desktop computing environment. Experience integrating Microsoft Windows workstations in an Active Directory environment.

Skills:

1. Strong analytical and troubleshooting skills
2. Ability to manage multiple tasks or projects simultaneously
3. Keen attention to detail

4. Strong interpersonal skills and ability to communicate technical information to non-technical staff
5. Excellent technical knowledge of desktop computer and networking hardware
6. Working technical knowledge of current protocols, operating systems, and standards, including Microsoft Windows 7, and XP, Windows Server 2003/2008, Microsoft Office 2007/2010 and SharePoint 2007/2010
7. Knowledge of networking concepts in both LAN and WAN environments
8. Possess self-motivating willingness to stay abreast of emerging technologies
9. Ability to move or carry objects weighing up to 40 pounds
10. Ability to crouch, crawl, bend, or kneel to service computers and associated equipment

Licenses, Certification and Special Requirements:

1. Valid Washington State Driver's License and good driving record.
2. On-call availability after hours for approximately 10 days per month.

Physical Requirements:

Hearing: Adequate to perform job duties in person and over the telephone.

Speaking: Must be able to communicate clearly in person and over the telephone.

Vision: Visual acuity adequate to perform job duties, including reading information from printed sources and computer screens.

Other: Requires frequent bending, reaching, standing, walking, squatting and sitting, pushing and pulling exerted regularly throughout a regular work shift. Requires manual dexterity to operate equipment and perform manual responsibilities.

The above is intended to describe the general content and requirements for the performance for this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

I have read the IT Support Analyst job description and understand the functions and objectives of the position.

Employee Signature: _____ Date: _____

THE DOCTORS CLINIC IS AN EQUAL OPPORTUNITY EMPLOYER