

EAST TEXAS COMMUNITY HEALTH SERVICES, INC. (ETCHSI)
JOB DESCRIPTION

Position Title: Information Systems Tech
Reports To: IS Manager

JOB SUMMARY: An Information Systems Technician is responsible for the operation, programming, and configuration of many pieces of electronics, hardware and software. IS Techs also investigate, troubleshoot, and resolve end-user problems.

ESSENTIAL FUNCTIONS LEVEL I:

1. Wired & wireless network troubleshooting (including network config and DNS troubleshooting)
2. Install/verify software updates as needed (windows updates, anti-virus)
3. Computer and peripherals asset management (taking inventory and logging where computers, monitors, printers, etc. are physically located; verifying asset tags are affixed; logging disposed equipment)
4. Hardware installation (setting up new computers, printers, & scanners; installation of add-on cards)
5. Physical hardware maintenance
6. Software installation (Windows, MS Office and various other vendor specific software)
7. Understanding of Windows workstation services (DNS client, windows networking, print spooler, etc.)
8. Act as liaison between end users and software vendors, including, but not limited to Electronic Health Record, Electronic Dental Record, and X-Ray imaging software.
9. Responsible for setting up user accounts, including, but not limited to, local active directory, network, electronic medical record, training software, email, and b2b sites for insurance verifications.
10. If bilingual, translates in Spanish between non-Spanish speaking staff and Spanish speaking patients as requested.
11. Performs all other duties as assigned.

ESSENTIAL FUNCTIONS LEVEL II, AS ASSIGNED:

12. Perform pharmacy inventory spot checks monthly, with a full inventory annually
13. Download Nurseline triage and summary reports daily to both the IT location as well as a network share where Medical Records can access triage reports
14. Organizing and maintaining spare IT inventory
15. Update and maintain social media, internet, and intranet presences

ESSENTIAL FUNCTIONS LEVEL III, BACKUP AS NEEDED:

16. Mine enterprise systems and applications for knowledge and information that enhances business processes, working with leadership on supplying data elements as needed.

GENERAL ENTITY EXPECTATIONS OF STAFF MEMBERS:

1. Maintains confidentiality of patients and provides services in a professional manner.
2. Exhibits and promotes positive relationships by showing consideration and respect for patients, visitors, and other ETCHSI personnel along with being cheerful, courteous and responsive.
3. Maintains professional and neat appearance with regular hygienic habits to prevent work place offensiveness.
4. Exhibits cleanliness and orderliness in personal and work habits.
5. Follows appropriate chain of command.

6. Is responsible for personal growth and professional development. Identifies and meets educational needs for self.
7. Is receptive to guidance and constructive criticism.
8. Attends ETCHSI educational programs.
9. Attends and participates in staff meetings.
10. Demonstrates a willingness to participate and follow through with special projects and committees.
11. Abides by ETCHSI attendance policy and established procedures for notification in case of absence.
12. Takes initiative in resolving problems and conflicts.
13. Assists in maintaining a safe, secure and aseptic environment for all patients and employees.
14. Adheres to regulatory agency requirements with respect to infectious disease and hazardous materials.
15. Is familiar with and abides by OSHA Standards, Hazardous Materials, Universal Precautions, use of personal protective equipment, Evacuation, Fire, Disaster, and Safety Plans.
16. Uses appropriate body mechanics and follows safety procedures.
17. Obtains annual TB test and attends Safety Recertification annually.
18. Completes Incident Reports within 24 hours of incident and turns them in to the Safety Officer.

EDUCATION:

High School diploma or equivalent

EXPERIENCE: A minimum of two years of information system management strongly preferred.

LICENSURE:

None required.

SKILLS:

Strong communication skills and the ability to accept responsibility. Ability to interface with the public. Must be organized and have the ability to do multiple tasks. Requires the ability to distinguish letters or symbols. Requires the use of office equipment such as but not limited to servers, PCs, printers, telephones and copiers.

TYPICAL PHYSICAL DEMANDS:

Requires sitting, standing and walking for extensive periods of time. Requires frequent bending, stooping, or stretching.

OSHA CLASSIFICATION: II

FLSA CATEGORY: Non-exempt

JOB CLASS:

ETCHSI reserves the right to revise or change job duties and responsibilities as the business need arises. In compliance with the EEOC 29 CFR Part 1630, if the essential functions of this position cannot be performed in a satisfactory manner by the employee, further accommodations shall be made if they do not constitute undue hardships upon this organization.

Acknowledgement of Job Description Receipt

I acknowledge that I have received a copy of my job description, that I have read it and been given an opportunity to ask any questions.

I acknowledge that this is what my evaluations will be based upon from this date forward.

Employee's Signature: _____ Date: _____

Witness's Signature: _____ Date: _____