



POSITION DESCRIPTION

IT Technical Support Specialist II

Reports to: Director of IT
Exempt

Position Status: Non-

Supervises: No

Effective Date: 2/6/23

GENERAL SUMMARY

The IT Technical Support II is the tier 1 & 2 of support for the ServiceDesk and onsite support. The day-to-day function of this role reports to the IT Service Team Lead, with a direct report to the IT Director. Some of the duties are responding, troubleshooting, resolving incidents, and fulfilling requests in the ServiceDesk while adhering to the relevant Service Level Agreement (SLA). In addition, the role includes hardware provisioning/support, software provisioning/support, change control, access management, knowledge base articles, documentation, and IT Projects.

DUTIES AND RESPONSIBILITIES

1. Provides tier 1 support to the users at NKC on the phone or at the desk, working with or escalating to other support teams, internal or third party, where applicable.
2. Provides tier 2 support for IT Tech Support Specialist I.
3. Monitors the ServiceDesk phone, queue for tickets, and assigns to other teams if applicable.
4. Requires the ability to handle a high volume of incidents and requests.
5. Works to ensure the department meets the IT SLAs for continued customer service.
6. Assists with troubleshooting issues arising from daily monitoring and operations checks, including (but not limited to) system monitoring, Anti-Virus, e-mail, and hardware.
7. Assists with the development and implementation of IT policies, SOPs, and guidelines.

8. Contributes to and takes responsibility for aspects of IT department systems and infrastructure projects.
9. Assists with the selection of IT hardware/software according to approved hospital standards.
10. Provides on-call support for after-hours service on a rotating basis.
11. Provides user and computer setup and hardware experience from start to finish (Windows setup, AD user and email creation, software install, Monitor/peripherals setup).
12. Conducts performance evaluations and recommends necessary adjustments to the environments to ensure peak performance.
13. Consults with clinic department personnel to explore IT needs and to identify and define areas of user dissatisfaction. Relates user needs and concerns to appropriate IT management personnel for further action/resolution.
14. Contributes to cost optimization and operational improvements by optimizing installed systems.
15. Works independently or under very general direction.
16. Works with NKC staff to provide training and support on hardware and software.
17. Maintains computers, printers, and software inventory.
18. Travels to NKC locations to provide on-site project support and assist NKC users.
19. Performs all other duties and responsibilities, including cross-training within the department.

JOB CONDITIONS

Must be able to communicate effectively in English by phone, in writing, and in person.

Must be able to use a computer keyboard, mouse, and operating systems.
Must be able to demonstrate the use of appropriate software after training.

Duties and responsibilities are performed in a business office, clinical dialysis unit, physician offices, other healthcare organizations, and other community settings. This position is not substantially exposed to adverse environmental conditions.

Physical activities require the ability to stoop, kneel, crouch, crawl, reach, sit, walk, push, pull, lift, use fingers to manipulate items, grasp, talk, hear, and repetitive motions of the wrists, hands, and fingers. Physical requirements include the ability to lift/move objects weighing up to twenty-five pounds occasionally and lift/move objects weighing up to ten pounds frequently.

Visual acuity is required to read, inspect work, and work extensively with data on a PC.

This position requires a valid Washington driver's license and the use of a properly licensed and insured personal vehicle for on-demand travel between clinics (mileage is reimbursed).

PLANNING

Planning duties are based on established procedures and practices. The position is responsible for his/her day-to-day tasks and prioritizing assignments.

SUPERVISION AND COORDINATION

The position does not supervise other persons. It is responsible for coordinating all service desk tasks and decisions in accordance with established NKC policies and procedures.

EXTERNAL CONTACTS

Contacts third-party support and vendors. These contacts are required to support computer systems and other information-related activities.

DECISIONS

Typical decisions include troubleshooting and correcting reported problems, evaluating requests, determining how best to handle unusual situations, and ensuring that procedures are upheld. The decisions are based on established procedures and practices.

CUSTOMER SERVICE STANDARDS

Staff is responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; show courtesy; recognize customer's needs; respect privacy.
2. **CONCERN:** Listen to customers; express appreciation, be non-judgmental; take responsibility.
3. **CONFIDENCE:** Show a positive attitude; take personal initiative; inform; educate and reassure; provide prompt follow-up.

4. **CONDUCT:** Hold appropriate conversations; maintain a professional appearance; establish teamwork; show professional competency.

EDUCATION AND EXPERIENCE

- Associate degree in computer science or 3 years equivalent work experience.
- Network+, A+, MCP, or relevant certification
- 3 years of experience with desktop, laptop, tablet, Office 365, Windows operating system, Active Directory (AD), Group Policy, and IT utilities.
- Good understanding of configuration and support of Windows PC, MacBook, Chromebook, and Tablets (Android & Apple).
- Strong understanding of AD Attributes and knowledge of how permissions are granted to users and groups
- Supporting MFA (Multi-Factor Authentication) and Microsoft remote app.
- Supporting admin tools for Microsoft 365, Endpoint manager, and Intune.
- Excellent customer service skills
- Team player
- Day-to-day hardware and software support.
- Communicate effectively with both internal and external clients
- Demonstrated ability to interact with all levels of staff.
- Root cause analysis
- Ability to multi-task and perform in a calm and business-like manner.
- Strong problem-solving skills, attention to detail, and the ability to think outside the box
- Be able to work on your own initiative
- Working knowledge of HIPAA, HITECH, and healthcare business processes is a plus.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.

REVIEW and APPROVAL

John T Rodgers

VP of Information Technology

February 13, 2023
Date

JL

VP of Human Resources/CHRO

2/13/23
Date