NORTHWEST
Kidney Centers

POSITION DESCRIPTION

IT Service Manager

Reports to: Senior Director of IT   Position Status: Exempt

Supervises: Service Team   Effective Date: 06/28/2024

GENERAL SUMMARY

The IT Service Manager will support the Senior Director of IT in managing the Service Technicians and acting as an escalation point. Other duties include ensuring staff are trained, compliance with all relevant policies and protocols, documentation is performed, adherence to Service Level Agreement (SLA), control of ServiceDesk work schedule, and implementation of new procedures. This position also manages and reports on ServiceDesk requests and will assist in planning and communication of service events.

DUTIES AND RESPONSIBILITIES

1. Manages day to day operations of the Service Team and serves as a point of escalation for the team.
2. Offers hardware and software support to requests to the ServiceDesk.
3. Coordinates the work of team members, providing direction as required and proactively working with them to resolve problems.
4. Maintains the ServiceDesk systems.
5. Maintains onsite/on call schedule with Service Team to ensure adequate coverage.
6. Promotes and demonstrates excellent customer service and actively strives to ensure that Service Level Agreements' expectations are met or exceeded.
7. Ensures compliance with Change Control Procedures.
8. Provides and coordinates training in applications systems and their use and manages entry-level employee training.
9. Oversees issues resolution with external vendors.
10. Manages inventory and endpoint patch management for IT-deployed equipment.
11. Provides communication regarding service changes and the impacts on both clinical and business operations.
12. Identifies opportunities for standardization in Service Team.
13. Analyzes service metrics and provides reporting on the ServiceDesk.
14. Identifies common concerns and trends in the Service Desk and contributes to minimizing through changes to services and documentation.
15. Maintains policies and procedures and ensures documentation is completed by the team.

16. Provides updates to the Senior Director of IT regarding team issues and concerns related to routine operations or issues related to the role and responsibilities.
17. Supervises assigned staff; completes annual evaluations, addresses employee concerns; provides feedback and coaching to ensure successful outcomes.
18. Ensures adherence to legal and company policies and procedures.
19. Performs other duties as assigned by the Senior IT Director.
20. Provides supervision of department daily operations in the absence of Senior IT Director.

JOB CONDITIONS

- 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.
- The physical requirements include the ability to lift/move objects weighing up to 50 pounds occasionally and lift/move objects weighing up to 10 pounds frequently.
- Visual acuity is required to read, inspect work, and work extensively with data on a PC.

PLANNING

Planning duties are based on established procedures and practices. The position is responsible for day-to-day tasks; prioritizing the resolution of ServiceDesk requests; prioritizing assignments, and on-call assignments.

SUPERVISION AND COORDINATION

The position supervises employees. This includes cross-training to promote effective workload distribution, continuity of service, and support within the team. This position requires self-direction, strong organizational skills, critical thinking, and the ability to work both supervised and unsupervised.

EXTERNAL CONTACTS

Contacts with customer support, sales, and marketing representatives, and with consulting programmers. These contacts are required to support computer systems and other information-related activities.

DECISIONS

The position is responsible for decision-making at a team level. Typical decisions include troubleshooting and correcting reported problems, evaluating requests, determining how best to handle unusual situations, and making sure that procedures are upheld. The decisions are based on established procedures and practices.

CUSTOMER SERVICE STANDARDS

Staff are 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 and previous lead experience or 5 years equivalent work experience.
- Minimum 3 years of experience with desktop, laptop, tablet, Office 365 suite, Windows operating system, knowledge of Active Directory and Group Policy, common IT utilities, and common business applications.

OTHER REQUIREMENTS

- This position requires a valid Washington driver's license and the use of a personal vehicle for on demand travel between clinics with mileage reimbursement.

KNOWLEDGE, SKILLS, ABILITIES

- Knowledge of HIPAA, HITECH, and healthcare business processes preferred.
- Knowledge of PC hardware and operating systems.
- Skill in day-to-day hardware and software support.
- Skill in Root cause analysis and change control experience preferred.
- Skill in critical thinking and problem solving skills.
- Ability to interact with all levels of staff.
- Ability to multi-task and perform in a calm and business-like manner.
- Ability to communicate effectively in English both written and verbally.
- Ability to demonstrate the use of appropriate software after training.
- Ability to prioritize and escalate requests
- Ability to work independently under own initiative.
- Ability to travel to clinics/worksites as needed.
- Ability to perform difficult analytical tasks with minimum supervision.
- Ability to communicate effectively with both internal and external clients, including presentation and technical writing skills.
- Ability to interview, hire and support staff members
- Ability to promote and model the mission.

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

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Senior Director of IT   Date