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| **Utah Health Information Network****Job Description** |
| **Job Title** | Help Desk Technician |
| **Reporting Supervisor** | Principal Cloud Engineer |
| **Team** | IT/DevOps |

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| **Position Summary** |
| UHIN is on a mission to create a more connected health care system that drives innovation, collaboration, and inclusiveness. At UHIN you can help make a significant difference in the world of healthcare by providing solutions to both improve the care patients receive and reduce the costs of providing those services to healthcare professionals. The Help Desk Technician works on our front line supporting employees and customers. |

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| **Primary Expectations/Responsibilities** |
| Responsibilities * **Incident Management** – Provide front line support, validate issues, resolve if possible or assist in in escalation.
* **Be a guru** - Responsible for support and maintenance of UHIN’s End User Computing (EUC) technologies
* **Strive for excellence** - Provide excellent services through various methods (telephone, remote desktop, chat, email) for basic end user related hardware and software End User Computing (EUC) technologies
* **Be a translator** - Provides technical explanations and guidance to UHIN staff in non-technical terminology. (i.e. application, telecommunication, and troubleshooting terminology).
* **Keep the ball moving** - Follow up on service requests and ensure timely resolution
* **Help people start** - Create accounts and configure hardware as part of new employee on-boarding
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| **Qualifications** |
| **Required** | * High School Diploma / GED
* Excellent customer service skills
* Strong verbal communication and problem solving skills
* Able to work in a fast-paced environment
* Basic Knowledge of computer systems
* Good understanding of Windows, Mac OS X
* Intermediate skills in Microsoft Office Suite and Google Suite
* Configure and manage various equipment such as Mac and PC hardware, printers, scanners, and computer peripherals
* Troubleshoot basic connectivity issues (TCP/IP) - Ethernet, Wi-fi and VPN
* Ability to communicate technical information, both verbal and written, to a wide range of end-users
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| **Comments** |
| This position may be exposed to PHI on a regular basis; however, only accesses the minimum necessary for completing tasks. In doing so, this position must comply with all UHIN Policies and Procedures with specific regard for PHI Privacy and Security sections and maintain confidentiality with regard to the information being processed, stored or accessed by the network.**Tools and Equipment Used**Personal computer including; email, internet, word processing, spreadsheet and data base software; phone; copy machine; fax machine and other office machinery.**Physical Demands**The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.  While performing the duties of this job, the employee is frequently required to sit and talk or hear, use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to walk. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. The work environment is generally quiet.**Other**The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. |
| **Approvals** |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Supervisor Date | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_HR Director Date |