
FEATHER RIVER TRIBAL HEALTH

POSITION DESCRIPTION

JOB TITLE: SYSTEMS SUPPORT SPECIALIST
Grade: 9/10 DOE

Reports to:	IT Director	Department:	Information Technology
Classification:	Non-Exempt	Supervises:	None

POSITION SUMMARY:

Under the direction of the IT Director, this person is responsible for providing the on-site support of information technology (IT) systems, processes, and procedures for FRTH. This is a working position – person is expected to perform all duties as assigned.

ESSENTIAL FUNCTIONS:

1. Provide End-User IT Support for the following:
 - PC Workstations / Hardware
 - Software Installation
 - NextGen Enterprise Application Suite
 - Printers/Copiers
 - Microsoft Office / OpenOffice
 - G-Suite Applications
 - VOIP Phone System
2. Maintenance and Troubleshooting of Computer Resources
 - Performs maintenance and deployment of workstations, printers, and hardware upgrades.
 - Resolves day-to-day technology problems in compliance with agency and regulatory guidelines.
 - Diagnoses and resolves system and operational problems.
 - Documents and maintains an accurate inventory of non-standard hardware and software.
 - Documents and maintains an accurate inventory of information technology assets.
3. Assist in Clinical Applications Maintenance
 - Configure and maintain clinical data structures under the direction of the IT Director and Clinical Applications Coordinator.
 - Document and maintain changes of the clinical application suite.

ADDITIONAL RESPONSIBILITIES:

1. Serves on committees and work groups as needed.
2. Attends staff trainings and meetings as required.
3. Assist with a variety of duties in order to meet the needs of the department on an as needed basis.
4. Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

1. Strong analytical and organizational skills.
2. Ability to understand and follow complex oral and written instructions, and technical terminology related to information technology systems.
3. Ability to establish and maintain effective working relationships with staff, governmental agencies, vendors, and the general public.
4. Ability to maintain a professional attitude and appearance at all times.
5. Ability to maintain a clean driving record to allow for travel between facilities.
6. Ability to meet deadlines and assigned projects in a timely, efficient manner.

7. Demonstrate awareness, sensitivity and appreciation of Indian culture, traditions, customs and socioeconomic needs.
8. Ability to be prompt and efficient with minimal absences.
9. Ability to maintain confidentiality of all information gained in work environment.
10. Ability to be flexible in work schedule related to needs of the agency.

EDUCATION AND EXPERIENCE:

1. Minimum of two (2) years documented experience in computer systems and software support and/or EHR Support.
2. CompTIA or other industry recognized certifications (preferred).
3. At least one (1) year documented experience using NextGen Enterprise PM/EHR (preferred).
4. Relevant experience with the use and support of EHR/EMR Software packages.
5. Experience NextGen Enterprise EHR/PM (preferred).
6. Experience with TCP/IP and basic networking knowledge.
7. Possession of a valid California driver's license and current car insurance sufficient to be insurable.

PHYSICAL REQUIREMENTS:

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 disability to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle or feel; reach with hands and arms, stoop, kneel or crouch; and talk and hear within normal range. The employee is frequently required to stand, walk, sit, climb, or balance and use taste and smell senses. The employee must regularly be able to lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. This position is physically and emotionally challenging. There is a high degree of stress. Ability to deal with time constraints and emotional stress and exposure to body fluids and viruses are also essential functions of this job.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing 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 regularly exposed to odors and airborne particles. The noise level in the work environment is usually moderate.

Reasonable accommodations will be given to qualified disabled applicants pursuant to Section 501 of the Rehabilitation Act of 1973, 29 U. S. Code 791, Title 29, and the Americans with Disabilities Act (ADA).

Reviewed Job Description:

Employee Printed Name: _____

Employee: _____

Date: _____

Supervisor: _____

Information Technology Specialist

Date: _____

Executive Director: _____

Date: _____
