



Job Documentation

JOB TITLE: Help Desk Analyst	JOB CODE: S186
DEPARTMENT: Information Technology	STATUS: Non-Exempt
SUPERVISES: N/A	ADDENDUMS: NA
REPORTS TO: IT Manager	EFFECTIVE DATE: October 2021
	REVISED ON: TBD

PRIMARY FUNCTIONS

Troubleshoot Tier 1 level of technical support for hardware and software related issues and escalate priority and higher-level issues through ticketing systems.

Complies with department and organization-wide policies, Critical Access Hospital requirements, Safety and Infection Control, all and Federal and State of Nebraska regulation related to the performance of CCCH operations and requirements of the Compliance Program. Participates in professional growth and development.

QUALIFICATIONS

Education and/or Experience

- Associate's degree preferred
- Two years related experience and/or training

Certificates, Licensure, Registrations

- N/A

GENERAL REQUIREMENTS

- Demonstrates commitment to the organizational mission, vision, and core values
- Maintains patient confidentiality at all times
- Evidence of good grooming, professional manner and conduct
- Ability to exercise professional judgment, courtesy, and professionalism in daily interactions with others
- Communicates effectively both orally and written to all disciplines
- Possesses ability to make independent decisions and changes
- Demonstrates teaching skills, understanding and language skills
- Exhibits excellent telephone and computer skills/knowledge
- Proper use of the EMR
- Serve as a role model to colleagues, students and other care providers
- Actively participate in continued learning opportunities and continued self-development pertinent to the duties of the job



- Able to operate all equipment correctly and safely
- Participate in QA programs, as needed
- Practices Standard Precautions
- Ability to sit, stand, bend and lift as job requires with the possibility of prolonged standing
- Able to adjust to frequent interruptions
- Risk of exposure to infectious waste and diseases
- Attends and participates in department designated meetings
- Able to perform other related duties as assigned

SIGNIFICANT DUTIES

- Maintains local area network hardware, software, and telecommunications services such as personal computers, system software, software applications, printers, servers, routers, switches and cabling.
- Establishes and maintains network users, user environment, directories, and security.
- Trains users on software and equipment usage.
- Responds to the needs and questions of network users concerning their access to resources on the network and the operation of various software programs.
- Develops and communicates standards for use, operations, and security of network, personal computers, and data.
- Communicates with other departments to report and resolve software, hardware, and operations problems.
- Consults with department managers to develop system solutions consistent with organizational objectives.
- Researches and evaluates new technologies.
- Installs and tests software upgrades.
- Collects and analyzes network and memory utilization.
- Potential for after hours support and call back.
- Escalate priority support issues and higher-level issues through ticketing systems.
- Working well with internal and external groups to resolve issues.
- Create and maintain documentation.



Utilizes proper body mechanics, transfer/lifting techniques and appropriate equipment to minimize fall risk to patient and injury to self.

Physical Demands Checklist

PHYSICAL DEMAND REQUIREMENTS						
PHYSICAL ACTIVITY	FREQUENCY					ADDITIONAL INFORMATION
	Never	Rarely <i>(0-25% of day)</i>	Occasionally <i>(26-50% of day)</i>	Frequently <i>(51-75% of day)</i>	Continuously <i>(76-100% of day)</i>	
Lift: light weight (0-20 lbs.)					X	
Lift: moderate weight (20-35 lbs.)				X		
Lift: heavy weight (35-50 lbs.)			X			
Walk				X		
Bend				X		
Stand				X		
Sit				X		
Drive		X				
Climb		X				
Squat/crouch				X		
Kneel		X				
Push				X		
Pull				X		
Write					X	
Reach					X	
Grip					X	
Crawl		X				
Vision/read					X	
Talk/verbal skills					X	
Hear					X	
Feel/tactile					X	
Concentrate in distracting environment				X		



SIGNATURES

This job description has been approved by all levels of management.

Manager

Date

HR

Date

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee

Date