



IT DESKTOP SUPPORT SPECIALIST
Position Description

Division	Administration	Reports To	IT Supervisor Desktop Services
Department	Information Technology Services	Location (s)	Tséhootsooí Medical Center
Salary Range	\$21.17 - \$25.62/hour	Classification	Non Exempt
		Supervises	No
Hours/Week	40 hours/week	Effective Date	March 28, 2010
Type of Position	Regular Full-time	Revised Date	October 13, 2019

PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees at the Fort Defiance Indian Hospital Board, Inc. (FDIHB) are expected to conform to the following:

- Uphold all principles of confidentiality, Health Insurance Portability and Accountability Act (HIPAA), and patient care to the fullest extent.
- Adhere to all FDIHB policies and the professional and ethical behavior standards of the healthcare industry.
- Interact in an honest, trustworthy and dependable manner with patients, employees and vendors.
- Abide by all applicable Federal and Navajo Nation Laws.
- Possess cultural awareness and sensitivity.
- Maintain a valid insurable driver's license

POSITION PURPOSE

This position serves as an Information Technology Specialist and a technical expert responsible for supporting Fort Defiance Indian Hospital Board, tribal and service unit end-users in determining their computer systems needs on the local area network.

ESSENTIAL DUTIES, FUNCTIONS AND RESPONSIBILITIES

- Provides direct technical support to end-users for all IT related issues for hardware and software. Support includes installation, configuration, monitoring, diagnosing, repairing, maintaining, and upgrading of new and existing desktops, laptops, peripheral equipment and approved PC software.



IT DESKTOP SUPPORT SPECIALIST

Position Description

- Provides in-depth support on Windows applications, network connectivity, network printing, and any other hardware/software issues.
- Provides configuration, deployment, administration and support of Microsoft Windows 7/8/10 Professional, Microsoft Office 2016/2010 Suites and Apple devices/products/applications.
- Troubleshoots and upgrades existing operational environment consisting of workstations running Windows operating systems and products.
- Utilizes Service Desk Plus technical support software to track all service and trouble tickets involving support to end- users. Records all user requests, repairs, and reported issues in detail and record completion and resolution.
- Responsible for all desktop related hardware and required to conduct physical inventories. Maintain database and current documentation pertaining to software and hardware inventory.
- Updates/patches operating systems and software as needed using tools such as Windows Server Update Services (WSUS and Managing Desktop Central applications.
- Performs antivirus management using Webroot Endpoint, Sophos products and Malware/computer virus remediation.
- Works with procurement staff to purchase hardware and software. Assesses functional needs to determine specifications for purchases. Recommends or performs upgrades on systems to ensure stability.
- Responsible for maintaining and updating software licensing and asset assignments.
- Configures and deploys the administration and support of mobile devices (Apple, Android and Microsoft).
- Works with vendor support contacts to resolve technical problems with desktop computing equipment and software.
- Performs network printer configuration, installation, and troubleshooting.
- Provides technical support for offsite projects, operations, telehealth and special events.
- Works with IT Desktop Supervisor and System Administrators to develop and implement support procedures.
- Maintains logs and document all work performed and possess ability to write clear and effective status reports.
- Travels to other offices, locations and supply storage for equipment retrieval.
- Other duties as assigned.

MANDATORY MINIMUM QUALIFICATIONS



IT DESKTOP SUPPORT SPECIALIST

Position Description

Experience:

Three (3) years of direct work experience

Education:

Associate's Degree in Information Technology or related field

Mandatory Knowledge, Skills, Abilities and Other Qualifications:

- Excellent customer service skills.
- Ability to be on call back, weekend, holiday, evening and/or nighttime work in any situation deemed important to serve direct patient care providers and acute inpatient care departments as needed.
- Experience supporting Windows users and understanding of Active Directory, DHCP, TCP/IP, DNS, security groups, and how it relates to desktop support.
- Extensive knowledge of Microsoft Windows 7/8/10 Professional and Microsoft Office 2010/2016 suites.
- Experience installing Windows software, patches, updates on desktops and laptops.
- Self-motivated with the ability to work quickly and independently with minimal supervision.
- Excellent troubleshooting and analytical skills. Proven ability to troubleshoot and resolve hardware and software issues including root cause problem resolution.
- Excellent teamwork, interpersonal, verbal and written communication skills, organizational and time management skills including demonstrated ability to manage multiple projects and meet deadlines.
- Familiarity with diverse systems including file and print servers, Microsoft Exchange email server, computer conferencing systems, associated validation systems, application servers, and administrative systems.
- Knowledge of current information technology trends, analytical methods, development, system security principles, methods, policies and practices, work processes performed in a corporate setting.
- Knowledge of current networking technology, cost-benefit analysis, systems requirements, to meet technical needs of end-users.
- Ability to diagnose problems, determine appropriate course of action, escalation procedures, and provide complete follow-through to successful resolution.
- Familiarity with client/server and Virtual Desktop environments.
- A record of satisfactory performance in all prior and current employment as evidenced by positive employment references from previous and current employers.



IT DESKTOP SUPPORT SPECIALIST

Position Description

PREFERRED QUALIFICATIONS

- A+ and/or Network+ Certification, and/or Microsoft Certificate.
- Four (4) years direct work experience.
- Bachelor's Degree in Information Technology or related field
- Bilingual skills in English and the Navajo language

ENVIRONMENT

Work Environment:

Normal office conditions exist, noise level may vary, and overnight travel may be required.

Physical Demands:

While performing the duties of this job the employee is regularly required to: walk, sit, use hands and fingers, reach with hands and arms, talk and hear. May be required to stand for long periods. The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds or more. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

Mental Demands:

There are several deadlines associated with this position. The employee must also multi-task and interact with a wider variety of people on various and, at times, complicated issues.

NAVAJO/INDIAN PREFERENCE

FDIHB and its facilities are located within the Navajo Nation and, in accordance with Navajo Nation law, has implemented a Navajo/Indian Preference in Employment Policy. Pursuant to this Policy, applicants who meet the minimum qualifications for this position and who are enrolled members of the Navajo Nation will be given primary preference in hiring and employment for this position and members of other federally-recognized Indian tribes will be given secondary preference. Other candidates will be considered only after all candidates entitled to primary or secondary preference have been fully considered.



IT DESKTOP SUPPORT SPECIALIST
Position Description

OTHER

All employees must fully uphold all principles of confidentiality and patient care. This position has access to sensitive information and a breach of these principles will be grounds for immediate termination.

Disclaimer: The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.

Reviewed By: RaMona Wauneka **Title:** Director of Human Resources

Approved By: RaMona Wauneka **Title:** Director of Human Resources

ACKNOWLEDGMENT

I have reviewed the content of the **IT DESKTOP SUPPORT SPECIALIST** position description and have been provided a copy of the description. I certify that I can perform the essential functions of this position as outlined in this description, with or without reasonable accommodation.

Describe any accommodations required to perform these functions:

 Employee (printed name) Employee (signature) Date

 Supervisor (printed name) Supervisor (signature) Date