

This position is classified as a confidential position as defined by the National Labor Relations Board.

QUALIFICATIONS

1. A minimum of four + years experience or an equivalent combination of education and experience with computer functions in a health care setting.
2. Understanding of structure and principles of operation of communication systems, i.e. computers, LANs, cell phones, fax and copy machines and landline telephones.
3. Knowledge of advanced computer systems, theories, concepts and technologies, including remote support tools and techniques.
4. Expertise and understanding of TCP/IP (Transmission Control Protocol/Internet Protocol) networking to the subnet and routing level.
5. High level of understanding the administration of Windows server, Linux server, server construction and configuration.
6. Expert level ability to operate, maintain and troubleshoot Windows operating systems.
7. Knowledge of overall system configurations and operations sufficient to instruct users, isolate problems, install upgrades, perform maintenance work and evaluate system usage and performance.
8. Experience educating users about current technologies and providing consultation regarding computer issues; able to conduct SCH/PCS business, including trouble shooting and teaching, professionally and empathetically on the telephone and in person.
9. Experience working in a structured support environment, including help-tickets, diagnostics, escalation routines and issue resolution.
10. Knowledge of the Health Insurance Portability and Accountability Act (HIPAA) as it relates to Information Technology protocols.
11. Able to receive direction and independently follow through with minimum supervision.
12. Demonstrate excellent critical thinking skills.
13. Must be able to interact diplomatically, communicate clearly and concisely with all levels of the organization, collaborate and work effectively with diverse people and/or populations.
14. Be detail oriented, able to multi-task and remain flexible with assignments.
15. Must have strong organizational and interpersonal skills.
16. Must be able to maintain professional integrity throughout performance of all job duties, demonstrating exemplary work ethic.
17. Upholds SCH/PCS attendance and performance standards.
18. Must be able to recognize, support and adhere to all SCH/PCS policies and procedures including adherence to the practice of confidentiality regarding patients, families, staff and the organization.
19. Able to act in a kind, decent and respectful manner serving as a positive representative of SCH/PCS at all times.
20. Ability to work flexible hours, including evenings and/or weekends as needed, requested or assigned.
21. Must possess, or within 30 days be able to possess, a valid Oregon Driver's License or ID card, dependable transportation and proof of automobile insurance coverage.

PHYSICAL REQUIREMENTS

1. Ability to work in an office setting and lift a maximum of 50 lbs., using a two-person assist for any awkward size or over 50 lbs. objects.

Physical Requirement (continued)

2. Ability to communicate telephonically with staff and members of the community.
3. Manual dexterity capable of operating office equipment.
4. Ability/flexibility to move around over/under furniture and climb ladders to place cables as needed.
5. Ability to wear hearing protection when needed.
6. Ability to work in confined spaces when necessary.

WORK ENVIRONMENT/HOURS

- Typical physical office setting.
- Extended workdays are an occasional occurrence as needed to support the organization's needs.
- This is a full time 35+ hours per week.

SKILLS REQUIRED

1. Keyboarding by touch
2. Word processing
3. Able to use Excel/Access/Quick Books
4. Excellent Linux administration skills
5. Able to provide help desk support
6. Able to provide desktop support
7. Able to repair and maintain electronic equipment
8. Computer troubleshooting ability
9. Computer installation ability
10. Excellent verbal, written and listening communication skills
11. Strong organizational and interpersonal skills
12. Excellent critical thinking skills
13. Operation of office machines including copiers and Fax machines
14. Extensive knowledge of computer networking, hardware/software and interface equipment

PURPOSE

Maintains and administers computer networks and related computing environments, including computer hardware and systems software. Provide technical assistance to computer system users, answering questions resolving computer problems and providing IT training for SCH/PCS staff. Provides assistance with the use of computer hardware and software, including printing, installation, word processing, electronic mail and operating systems. Assists Operations Manager in performance of other IT tasks as requested.

SUPERVISION RECEIVED

The IT Coordinator reports to and is directly supervised by the Operations Manager, with input/support from other SCH/PCS managers as appropriate. In the absence of the Operations Manager, the IT Coordinator reports to the Executive Director.

SUPERVISION EXERCISED

None.

SYSTEMS RESPONSIBILITIES

The IT Coordinator is responsible for the following systems:

- a. Windows and Linux servers, server construction and configuration
- b. Computer operating systems
- c. Networks and software
- d. Communication system (i.e. computers, LANs, cell phones, fax and copy machines and landline telephones).

The IT Coordinator will function as the lead person in the department, providing education and guidance to the IT Support Staff regarding these systems.

DUTIES AND RESPONSIBILITIES

- 1. Must report for work at scheduled time, ready to perform work functions, and remain on task while completing entire scheduled shift.
- 2. Maintains, troubleshoots and assists with developing SCH/PCS computer systems, including networking and software upgrades.
- 3. Designs, configures and tests computer hardware, networking software and operating system software as directed.
- 4. Plan, coordinate and implement network security measures to protect data, software and hardware, including HIPAA protected information.
- 5. Develop, maintain and support SCH/PCS intra-office computer systems.
- 6. Perform data backups and disaster recovery operations.
- 7. Perform routine network startup and shutdown procedures, maintaining control records.
- 8. Monitor system operations, including network performance, to verify proper system operation, detect errors, determine if there is a need for adjustment and identify areas for future changes.
- 9. Perform preventative regular maintenance, preserving network function logs, and maintenance and repair records.
- 10. Maintains and troubleshoots incoming landline and fax telephone lines to ensure continuous operation.
- 11. Coordinate computer network permissions, initiating additions or modifications of Electronic Protected Health Information (EPHI) permissions as authorized by managers, informing managers as necessary to ensure permissions are correctly enabled, maintaining documentation to support all actions.
- 12. Set-up of computer equipment, cell phones, telephones and all electronic equipment for employee use, properly installing cables, operating systems and appropriate software, per management directives for user access.
- 13. Recommend and then implement approved changes to improve systems and network configurations, determining hardware and software requirements necessary for changes.
- 14. Diagnose hardware and software problems, replacing defective components as required.
- 15. Updates Patient Electronic Medical Record (Consolo) software and services as needed.
- 16. Manage the helpdesk and helpdesk software, including answering staff inquiries and attempting to resolve issues regarding computer software or hardware operations through direct interaction and/or using remote support tools, escalating as necessary and following through to resolution.

Duties & Responsibilities (continued)

- 17. Maintain vendor relations with copier, telephone, cellular and internet service providers.
- 18. Confer with staff, users and management to gather data pertaining to organizational needs for computer, telephone, cell phone, copier, fax and scanning systems needs and then use this data to identify, predict, evaluate and interpret system and network requirements.
- 19. Research the most cost effective computer hardware, software and office machinery as upgrades become necessary and/or available.
- 20. Develop training material and procedures and/or train users in the proper use of computer hardware, software and all other office machinery using teaching techniques appropriate for each staff member.
- 21. Manage and maintain audio-visual and video conferencing equipment.
- 22. Develop and keep current procedures for all aspects of his/her position.
- 23. Assist in other work responsibilities as requested or assigned by the Operations Manager or Executive Director.
- 24. Individually responsible to conduct him/herself in a safe manner during the performance of all job related duties. Also responsible to bring unsafe conditions to the attention of the person within the organization responsible for safety issues.
- 25. Participate in staff training and educational programs as appropriate.
- 26. To adhere to all SCH Personnel Policies including, but not limited to:
 - Please initial* _____ SCH Standards of Conduct as described in the agency's Compliance Plan.
 - Please initial* _____ SCH Privacy Practices in accordance with HIPAA regulations.
 - Please initial* _____ SCH Sexual Abuse and Molestation Policy.
 - Please initial* _____ Demonstrates a kind, decent and respectful behavior.
 - Please initial* _____ Honor, respect, protect and promote patients' rights and individualized care.

This position description describes the general nature and level of duties and responsibilities required of persons assigned to this position. It is not intended to include all duties and responsibilities. The order in which duties and responsibilities are listed is not significant.

Employee's Signature

Date

Manager's Signature

Date

Executive Director's Signature

Date

Accommodations for disabilities will be made whenever possible unless such accommodations would create an undue hardship on South Coast Hospice and Palliative Care Services, Inc.