**Community Health Alliance of Pasadena (ChapCare)**
**Job Description**

**Title:**        **Clinical Information Technology (IT) Support Specialist**
**Department:**   **Administration**

## Summary

The primary function of the Information Technology (IT) Support Specialist is to provide technical support across multiple locations.  In this capacity, the incumbent will perform such task as assisting in maintaining all desktop operating systems and hardware, including upgrades, modifications, and deployment of software and required updates.

## Essential Duties and Responsibilities

- Performs data collection for assessment purposes under the direction of an RN or clinician.
- Provide application software support and instruction in the use of various software packages including but not limited to Office 365 & Microsoft Suite.
- Troubleshoot hardware and software problems for all users; interact with vendors as needed.
- Assist the Project Manager and Internal Technical Support department with additional tasks and projects related but not limited to; server maintenance, basic networking, security performance, printers & telephones.
- Assist in maintaining all desktop operating systems and hardware, including upgrades, modifications, and deployments of software and required updates.
- Assist in on boarding new hires, as well as training existing employees about changes in existing policies, new procedures, hardware, and software.
- Perform inventory asset tracking for all hardware and software.
- Install, test and upgrade software and hardware for peripheral devices.
- Work daily within a help ticketing system while documenting tasks; edit process documents.
- Perform other IT and office building related duties as assigned.

## Qualifications

- High school degree or GED equivalent, Associates degree from a two year college or university preferred; or equivalent work experience; or equivalent combination of education and experience.
- High level of technical support customer service skills
- Understanding of security issues surrounding applications.
- Detail oriented, decision making, and communication skills
- Strong ability to multi-task, prioritize, and manage time
- Valid California Driver's License

## Experience:

- 2-3 years of experience within the healthcare industry.
- Minimum one year of end user support experience with knowledge of Microsoft Windows desktop operating system and Microsoft Windows applications.
- Experience supporting Android and iOS Smartphones, tablets and applications.
- Working knowledge of Electronic Health Record (HER) systems preferred.

**Knowledge/Abilities:**
- Displays cheerful demeanor and makes positive comments when on duty.
- Refrains from participation in harmful gossip, dysfunctional group interactions, and divisive behavior.
- Displays courteous and professional behavior in all interactions with the public.
- Works cooperatively with other staff members.
- Displays flexibility in accepting, changing, or carrying out assignments.
- Adheres to dress code expectations, including fragrance-free requirements.
- Displays sensitivity in a multi-cultural environment.