



Position Description

Position Title: IS Technician
Classification: Non exempt
Supervisor: COO

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities or requirements of this position. Employees are expected to perform other functions as assigned or requested to further support the organization's mission.

Position Summary

The IS Tech will help to facilitate a majority of WCC Information Systems efforts. Most common duties will be centered around the management of hardware and software for the organization. Hardware examples: PC Desktops, Laptops, Tablets/iPads, Mobile Phones, Printers, Scanners, Fax Machines, Projectors, Telephones, and Security Cameras. Software examples: Microsoft Office Suite, SharePoint, OneDrive, Dropbox, Adobe, Survey Monkey, Remote Desktop, Medical and Dental EHR, Med-Trainer, and Paychex. Tasks include end user support, license tracking, performing PC maintenance, upgrades and configurations, and working with vendors and network IT consultants as necessary. This individual will also aid in the implementation of an internal ticketing system that has yet to be identified. Additionally, the IS Tech will serve as a systems administrator, providing new access and changing user settings as needed. Familiarity with Microsoft Active directory would be vital. This individual may also assist with data processing when necessary; operational in nature. The IS tech can work well in a group setting as well with limited supervision.

Essential Position Responsibilities

- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware to the end user's satisfaction and in a timely manner
- Modify configurations, utilities, software default settings, etc. for the local workstation
- Assist with onboarding of new users including training and system access management
- Maintain inventory of all equipment, software and software licenses
- Perform timely hardware and software upgrades as required
- Knowledge of Network setup and management
- Data Management Support (organizing, running and sometimes interpreting reports)
- Research industry best products and solutions
- Aid in implementation of new technical solutions, including document internal procedures

Skills.

- Critical thinking surrounding troubleshooting and contributing to new technical solutions
- Basic research and presentation
- Ability to remain organized while managing multiple details
- Ability to communicate effectively and knowing one's audience
- Punctuality and excellent attendance required
- Flexible work schedule including evenings, weekends, and holidays
- Motivated, productive, and able to learn



Education and Experience

- 2 years of relevant technical experience
- Proven customer service experience
- Professional and friendly even under demanding circumstances
- Ability to remain organized and manage multiple requests and deadlines

Physical Requirements

Position requires prolonged hours of sitting and working on a computer.

Work Environment

Code			
C = Continuously (70% or More)	F = Frequently (40-70%)	O = Occasionally (15-40%)	R = Rarely (Less than 15%)

Please use the codes above to complete the table below

Code	
Working indoors in a clinical setting	F
Working indoors in an office setting	C
Working indoors & outdoors delivering materials/transporting clients	R

Please check the statement that represents the Work Environment for this position

Routine exposure to blood or body fluids	
Possible exposure to blood or body fluids	x
No exposure to blood or body fluids	

Travel Requirements

Travel required to attend local meetings, trainings and conferences; occasional travel within and out of state.

Acknowledgement:

I have read and received the IT Associate Position Description. I understand that this description is a summary of responsibilities and is not intended to be an all-inclusive list. My position may include additional responsibilities as required. My signature below indicates receipt of this document and does not alter the at-will employment relationship in any way. If I have any questions about my Position Description or about my position I may contact my supervisor.

Employee Signature

Employee Name Printed

Date