

Simplified Medical Management, LLC

Job Description – Technical Support Specialist

Department: Information Technology

Location: Tuscaloosa, AL

Reports To: CTO

Position: Full Time

Job Category (FLSA status): Exempt

Approved By: CTO

Revision Date: 11/12/2018

Effective Date: 11/12/2018

Purpose

The Support Specialist is responsible for the overall IT success of Simplified Medical Management, LLC, including The Radiology Clinic and other healthcare customers. This individual provides technology support to users that utilize several applications and systems including EHR, RIS, PACS, Dictation, Microsoft Office, operating systems etc. They will also support a variety of equipment comprising desktops, laptops, printers, scanners, phones, network devices, etc. The Support Specialist will provide technology support onsite, remotely, over the phone and via email. Analyzing computer systems and making proactive recommendations to improve processes and workflow is not only welcomed but also encouraged in this role.

Essential Responsibilities

Operations and Support

- Collaborate with operational leadership and other partners to assess and deliver on functional needs of the business in relation to hardware and software standards.
- Visit customer locations to check in with the managers and all other users to find new and resolve active technology issues.
- Assist with installation, relocation, configuration, troubleshooting and ongoing usability of phones, desktop computers, peripheral equipment and software.
- Evaluate existing systems to analyze, design, recommend and implement system updates and/or changes.
- Monitor and maintain computer rooms, while keeping a working knowledge of the configuration and purpose of the equipment in each room.
- Collaborate with technology vendors (application, network, telecom, etc.) to escalate issues and create service requests in a ticketing system. Communicate and deliver resolution to end users.
- Configure, monitor and support internal and external networks.
- Provide end user support with application functionality and escalate issues as needed.
- Provide desktop and laptop maintenance including operating system refresh, hardware upgrades and replace component parts.
- Enter, monitor and complete all entries in the Helpdesk tracking system, which includes stating the issue(s), listing all troubleshooting steps, providing a resolution and marking the records as complete.
- Interact with leadership in organizational teams to resolve user issues and further develop understanding of systems, applications and workflows.
- Maintain a strong working knowledge of all the equipment and systems supported by the IT department by keeping current with all documentation.

- Utilize industry best practices to maintain appropriate level of network and computer systems security as established and compliant with HIPAA regulations. Identify and work with IT technology staff to rectify any noted deficiencies.
- Perform system preventative maintenance and assist with setting up and maintaining acceptable cable management practices.
- Provide help with partner and referring physician office remote connectivity through VPN or other secure communication channels.
- Perform daily backup operations, ensuring all required application, system and image data are successfully backed up to the appropriate storage and replicated to offsite locations as necessary.
- Create, change, and delete user accounts and user permissions per request with appropriate approvals.
- Educate staff and physicians on computer technologies, security and best practices.

Maintenance

- Apply operating system patches and application upgrades on a regular basis, and upgrade administrative tools and utilities. Configure / add new services as necessary.
- Upgrade and configure system software that support business applications or infrastructure applications per project or operational needs.
- Document operational, configuration, or other technology procedures.
- Perform periodic performance reporting to support resource and capacity planning.
- Perform ongoing performance tuning, hardware upgrades, and resource optimization as required. Configure CPU, memory, and disk partitions as required.

Other duties and responsibilities as requested and/or needed.

Knowledge & Skills

- Knowledge of technology solutions, including desktops, laptops, printers, file servers, print servers, networking.
- Solid understanding of computer systems characteristics, features, and integration capabilities.
- Ability to work with multiple technologies and ability to quickly learn and use new technologies.
- Technical experience with network cabling, switches, routers and firewalls.
- Strong knowledge of Microsoft Windows operating systems, computer installation and connectivity.
- Understanding of project management principles.
- Demonstrated ability to apply technology solutions to business problems.
- Demonstrated aptitude for learning new technologies and new program development.
- In-depth knowledge of applicable laws and regulations as they relate to technology issues.
- Must be extremely organized, highly motivated self-starter with excellent attention to detail.
- Exceptional multi-tasking skills.
- Ability to react to change productively and manage priorities
- Excellent written and oral communication skills.
- Strong interpersonal and tactical skills.
- Ability to articulate ideas to both technical and non-technical addressees.
- Great analytical, evaluative, and problem-solving abilities.
- Exceptional service orientation and keen attention to detail.
- Ability to motivate in a team-oriented, collaborative environment.
- Medical Industry Experience a plus.

Education

- University degree in the field of computer science or business administration.
- 1-year experience in information technology support role
- Experience working with or in the healthcare industry preferred.

- Experience with EHR, PACS, RIS and Dictation systems preferred.

Technology Expertise

- Solid experience in Microsoft Windows and Apple macOS operating systems,
- Experience in computer networking configuration and architecture.
- Advanced skills in Microsoft Office applications, specifically Word, Excel, and Outlook.
- Understanding of the Adobe Suite of products.
- Knowledge of backup and recovery software applications.

Physical Work Demands

- Able to sit and work at a computer keyboard for extended periods of time.
- Able to stoop, kneel, bend at the waist, and reach on a daily basis.
- Able to lift and move up to 25 pounds occasionally.
- Requires normal, correctable vision and hearing.

Other Work Demands

- Regular and on-time attendance.
- Hours regularly exceed 40 hours per week.
- Occasional travel by conventional means including aircraft, motor vehicle and the like within the region and to other locations as required.
- Occasional after-hours work on systems and applications.
- Good presentation and communication skills.
- Good organizational and time management skills.

Note: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill, and/or ability required and is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with this job.

Simplified Medical Management, LLC is in full compliance with the Americans with Disabilities Act (ADA) and does not discriminate with regard to applicants or employees and will make reasonable accommodation when necessary.

If hired, I would be able to perform the essential functions of the job with or without a reasonable accommodation.

Signature

Date