



POSITION DESCRIPTION

GENERAL ACCOUNTABILITY

The Information Technology position will be responsible for supporting network databases and systems, updating system hardware and software, troubleshooting for system errors, and assisting team members in supporting all data security and optimization. An extensive background in technology and computer science, with experience in maintaining and installing IT systems, is a must.

SPECIFIC ACCOUNTABILITIES

- Set up workstations with computers and necessary peripheral devices (routers, printers etc.).
- Check computer hardware (mouses, keyboards etc.) to ensure functionality.
- Install and configure appropriate software and functions according to specifications.
- Develop and maintain local networks in ways that optimize performance.
- Ensure security and privacy of networks and computer systems.
- Provide orientation and guidance to users on how to operate new software and computer equipment.
- Organize and schedule upgrades and maintenance without deterring others from completing their work.
- Perform troubleshooting to diagnose and resolve problems (repair or replace parts, debugging etc.).
- Maintain records/logs of repairs and fixes and maintenance schedule.
- Identify computer or network equipment shortages and place orders.
- Administer network and data security, including directory, group policy, firewalls, virus protection, and email security.
- Perform data backups to ensure all company-owned work is saved.
- Install and update network system improvements.
- Install and configure wireless networking equipment.
- Monitor servers, LAN/WAN, and Wi-Fi to ensure full coverage.
- Assist with the design, implementation, and support of new software and features.
- Evaluate connectivity issues, equipment, and software and hardware.
- Respond to IT issues, such as, hardware maintenance, software, networking, etc.

- Provide helpdesk and technical support either by phone, remote access, or site visits.
- Oversee troubleshooting for system errors.
- Set up equipment for new users and employees.
- Consult with vendors and clients to integrate and update company technology.
- Ensure system optimization for all technology resources.

OTHER DUTIES

Generally, the Information Technology (IT) Consultant is expected to make decisions and provide solutions to problems within authority delegated by management. Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required. Other duties, responsibilities and activities may be added or changed at any time with or without notice.

MINIMUM QUALIFICATIONS, KNOWLEDGE, SKILLS, AND ABILITIES

Qualifications:

- Bachelor's degree in computer science, information systems, or related field preferred.
- IT professional certification.
- Minimum 2 years' experience in an information technology role
- Bilingual (English/Spanish) ability preferred.

Knowledge:

- knowledge and experience working with network and server management support.
- Up-to-date knowledge of new systems, information, software, hardware, and upgrades.
- Must be a highly motivated.

Skills:

- Skilled in performing work on one or more assignments simultaneously.
- Exceptional organizational and time management skills.
- Effective logic, reasoning, and critical thinking skills.
- Active listening skills.
- Strong presentation and negotiation skills.
- Good coordination skills and the ability to adjust one's actions in relation to others' actions.
- Excellent interpersonal interactions.
- Excellent Customer Service skills.
- Excellent communications skills, both writing and orally, to individuals and groups.

Abilities:

- Ability to support computing processes executed across multiple platforms and/or networks

- Ability to project a pleasant and professional image.
- Ability to utilize forecasting, trend analysis, monitoring, and reporting tools.
- Ability to prioritize and manage time effectively.
- Ability to work independently and collaboratively.
- Ability to work under pressure and manage strict deadlines.
- Ability to be creatively resourceful.
- Good decision making and judgment capabilities.
- Ability to remain composed under stressful and emotional situations.

WORK ENVIRONMENT AND WORKING CONDITIONS

The typical functions are carried out in a normal medical office environment. The position is primarily non-physical with intermittent periods of sitting or standing. There is some daily lifting required i.e.: files, filing boxes, trays, computer reports etc. Work environment is fast-paced and requires the ability to work under pressure. Work areas are enclosed air-conditioned office. Requires the ability to sometimes work with some interruptions.