



# Job Description

<b>Job Title</b>	IT Support Specialist
<b>Reporting Manager</b>	Service Manager
<b>FLSA Status</b>	Non-Exempt
<b>Date</b>	6/15/16

## JOB PURPOSE

<b>Summary</b>	Provides initial response to service tickets. Reviews assigned tickets and fills-in details as needed through customer calls or further research. Resolves support issues remotely where possible and/or onsite as necessary.
<b>Key Relationships</b>	Internal Service Team External Clients
<b># of Direct Reports</b>	0

## JOB FUNCTIONS

Key Responsibilities	Estimated Annual % of Time
Answer, log and maintain help desk calls, provide first and second tier service or support, remote and on-site technical support to resolve assigned tickets and perform on-call services.	50%
Executes and monitors maintenance and support scripts in remote monitoring and management software	15%
Set up and configure computer networks and security systems	15%
Keep abreast of new technologies, hardware and software	10%
Install hardware and software systems	10%

## SKILLS & ATTRIBUTES

Competency	Description
Communication	Speaks, writes and presents effectively utilizing proper grammar and sentence structure at all times; communicates his/her point clearly, concisely and quickly
Technical Ability	Demonstrates a sound understanding of the Healthcare IT industry and tools
Problem Solving	Demonstrates ability to solve problems with a positive attitude, carefully considering resources needed to find, develop and implement a solution.
Time Management	Efficiently develops and implements plans to accomplish goals, stay organized and manage time effectively

## PERSON SPECIFICATION

<b>Education</b>	<b>Essential:</b> <ul style="list-style-type: none"><li>• Associate's Degree in Computer Information Systems or related field.</li><li>• Valid driver's license.</li></ul> <b>Preferred:</b> Bachelor's Degree in Computer Information Systems or related field.
<b>Experience</b>	1+ years hands-on experience in Healthcare IT service delivery and troubleshooting 1+ years resolving computer and network issues
<b>Knowledge, Skills &amp; Abilities</b>	Knowledgeable of a wide variety of brand, makes and models of: <ul style="list-style-type: none"><li>• Routers</li><li>• Firewalls</li><li>• Switches</li><li>• Servers</li><li>• PCs</li><li>• Database systems</li><li>• Phones</li><li>• Enterprise software packages</li></ul> Service oriented Ability to coach both technical and non-technical audiences

*This job description has been designed to indicate the general nature and level of work performed by employees within this position. The actual duties, responsibilities, and qualifications may vary based on assignment or group. The Koble Group, LLC is an equal opportunity employer and does not discriminate against individuals on the basis of race, gender, age, national origin, religion, marital status, veteran status, or sexual orientation.*