

Montcalm Care Network

Information Technology Specialist

Status: Hourly, Non-Exempt

Pay Range: \$17.53/hr - \$24.16/hr

I have read my job description and understand the essential functions.

Name: _____

Date: _____

General Summary

Under the supervision of the IT Manager, a professional level position that is responsible for working with the IT team to maintain, troubleshoot, and support the existing network infrastructure and the users of the system. Responsibilities may include help desk support, equipment set up and maintenance, user set up, and general IT assistance to agency staff.

Essential Functions

1. Responsible for the day to day user and system support of agency technology environment. This would include, but are not limited to, the following:
 - a. Endpoint devices such as PCs, laptops, tablets, smartphones, printers and scanners.
 - b. Setup and Manage new users with equipment and software to complete their job duties.
 - c. Conduct new staff orientation on overview of IT and systems, security policies, and EHR training.
 - d. Basic website updates and edits.
 - e. Helpdesk support and user problem troubleshooting.
2. Maintains and monitors compliance with agency policies and procedures pertaining to the technology.
3. Complies with recipient rights reporting requirements established by the Mental Health Code and procedures of the Montcalm Care Network.
4. Maintains a safe and positive image of Montcalm Care Network with the public including consumers and is capable of communicating and working effectively with other staff, departments, the public and consumers.
5. Follows oral and written instructions and also is capable of working independently
6. Operates an automobile to travel to other county and agency offices as needed.
7. Lifts and moves boxes of equipment and supplies between storage and work areas.
8. Performs other duties as assigned

This list may not be inclusive of the total scope of job functions to be performed. Duties and responsibilities may be added, deleted or modified at any time.

Employment Qualifications

Education: Minimum of high school diploma or equivalent. Some related experience desired.

Experience: Minimum of experience in a personal computer network environment. Such experience should include basic equipment trouble-shooting and mobile device support. Must possess problem solving skills and technical expertise for the installation and maintenance of the management information system hardware and software.

Other Requirements: Possession of a valid State of Michigan driver's license.

The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.

Physical Requirements and Working Conditions:

1. Works in office conditions and travels throughout the area to attend and perform various functions.
2. Stressful working conditions are sometimes encountered, such as interacting with mental health consumers and professionals, rapidly altering work assignments as directed or required, etc., and various work hours and schedules including overtime and outside of regular (8am – 5pm) work hours may be required.
3. Repetitive bending, stooping, standing and sitting all are encountered with varying frequency and duration. For example, daily document filing, and retrieval occur below knee level and above shoulder level.