



Wellness is Traditional

JOB ANNOUNCEMENT

Position Title: Network Support Technician
Department: Managed Information Systems (MIS)
Supervised By: Systems Administrator
Location: Alpine/Campo/La Posta
Status: Non-Exempt
Posted: November 2017
Closing Date: Until Filled
Compensation: \$18.07-\$25.36/ Hr DOE
Grant: N/A
Hours: Full Time, Monday-Friday, 8:00AM-4:30PM.
Willingness to work flexible hours including some evenings and weekends.

GENERAL STATEMENT OF RESPONSIBILITIES:

The Computer Technician is an entry level position. Candidate will have the opportunity to gain invaluable real world experience on a robust Windows server 2010 network. This includes support of all hardware and software through the Local Area Network (LAN) and Wide Area Network (WAN). The Computer Technician is responsible for technical assistance, and troubleshooting for end users.

SPECIFIC DUTIES AND RESPONSIBILITIES:

1. Responsibility for all on site computer issues: Troubleshooting and maintenance of SIHC computers.
2. Maintenance of workstations, printers.
3. Troubleshoot computer problems: diagnose, coordinate and resolve hardware and Software issues.
4. Research and implement new technologies, order hardware and software, install systems, and maintain the inventory.
5. Provides technical support on situations relating to in-house repairs.
6. Performs test, repair, and preventative maintenance on Printers, Scanners, and Data Terminals.
7. Documents all repair actions and submits reports/paperwork according to schedule.

8. Develop and ensure the maintenance of technical standards with supported information systems.

9. Other related duties as assigned.

QUALIFICATIONS:

Education/Experience: A High School Diploma or GED certificate is required. Position is entry level. Candidate must possess knowledge in windows platforms, networking, and printer maintenance.

Knowledge of basic office and communications software applications including MS Office, MS Exchange/Outlook, SQL 7, etc. is required. Familiarity with RPMS preferred. Direct experience with the health care industry and Electronic Medical Records systems a plus. Must be 18 years of age or older.

License/Certifications: A+ certification preferred or must be attained within one year of employment with SIHC. A valid California driver's license will be required at the time of appointment and must be maintained throughout employment. Applicant must be insurable under SIHC vehicle insurance policy at the time of hire and throughout employment.

Certifications and/or licenses appropriate to the positions required education and profession must also be valid and maintained.

Character: Must have a reputation for honesty and trustworthiness. Must be able to work independently and exercise good judgment. Must have strong organizational, interpersonal, and communication, and problem solving skills, and the ability to provide end-users who have a wide range of computer skills with technical support in a clear and understandable language. Must be a team player, detail oriented, and highly confidential.

Other: Applicant must successfully pass a pre-employment tuberculin skin test or x-ray, and blood/urine screening test. Health must be adequate to perform all duties of the position.

INDIAN PREFERENCE:

INDIAN PREFERENCE: In the filling of any SIHC job vacancy, preference may be given to qualified Native American Indians, pursuant to the Indian Preference Hiring Act, 25 USC 472, unless other laws require the filling of a vacancy without regard to Indian preference (e.g. Public Law (P.L.) 94-437, "Indian Health Care Improvement Act (IHCIA). To receive Indian preference for any SIHC position, the applicant must be enrolled, or be eligible for enrollment, as an American Indian with their Tribe, or must be certified as an American Indian from the designated Tribal Representative. Applicants claiming Indian preference must attach verification of their claim to the SIHC application, including Certification of form BIA-4432, which is available from the SIHC Human Resources Department.

If verification is not or cannot be verified, the applicant will not receive Indian preference for purposes of the interview.