



# HEALTH CENTER PARTNERS of Southern California

## JOB DESCRIPTION

**JOB TITLE:** Technical Support Analyst **STATUS:** Non-Exempt Full-Time

**REPORTS TO:** IT Support Manager

**DIRECT REPORTS:** None

This job description is intended to be a general statement about this job and is not to be considered a detailed assignment. It may be modified to meet the needs of the organization.

## JOB SUMMARY

The Technical Support Analyst will provide first-line technical support and training relating to IT systems and technology operations, including hardware, software, computer peripherals, and the phone system of Health Center Partners' family of companies. This position is responsible for providing remote and onsite desktop support across all areas of the organization and as needed, will serve as the liaison with external vendors.

## ESSENTIAL JOB FUNCTIONS

- Receive and respond to issues reported via tickets, calls, and e-mails and to deliver resolutions within required service-level agreements.
- Accurately diagnose users' technical issues; gather the necessary information; and perform standard research/troubleshooting using all relevant available resources.
- Responsible for new user set ups, and first day trainings.
- Leverage ticketing system to manage day to day work, including working with third party service delivery providers to track their performance against service level agreements.
- Monitor and maintain all company's workstations and peripherals (printers, scanners, etc.) repairing or replacing as required.
- Perform periodic analysis on IT issues and report on vendor performance to resolve IT issues.
- Maintain hardware and software inventory, including asset tagging and tracking company funded and grant-funded purchases.
- Responsible for maintenance and troubleshooting of the company phone system.
- Function as a subject matter expert on company systems and system interactions to promote seamless operations and optimize platforms as the needs of the business and usage patterns change.
- Provide on-call support, outside of core business hours, as needed.

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- Monitor, implement, and assist in ensuring that systems adhere to the organizations cybersecurity and privacy policies.
- Log, maintain, and provide proper response to IT service requests and incidents per company policies and procedures.

## **QUALIFICATIONS**

### **Skills**

- Excellent customer service, and the ability to maintain cooperative working relationships with all levels of staff.
- Knowledge of information systems, desktop and laptop computers, printers, office and audio-visual equipment, and basic networking concepts including maintenance and support of equipment.
- Experience with Windows OS, MS Office applications, Azure/ Microsoft M365 services and cloud-based service delivery strongly preferred.
- Working knowledge of cybersecurity concepts to adequately safeguard sensitive information.
- Basic telecommunications and phone system knowledge.
- Proficient technology problem solving and troubleshooting skills.
- Ability to coordinate and prioritize multiple tasks efficiently.
- Must possess the ability to effectively communicate both verbally and in writing and to maintain files, records, and reports.
- Must be skilled in document composition and be capable of training users in complex topics and making presentations to internal audiences of all organizational and functional levels.

### **Education/Experience**

Associate degree in computer information systems or related field and 5+ years relevant work experience in performing technical help desk and desktop support activities or equivalent work experience. A+ and Microsoft Office User Specialist certification is desirable.

### **Desired Skills:**

- Experience working in a fully remote environment
- Administrative experience with Microsoft Active Directory, SharePoint, Office 365, and other Microsoft Cloud products
- Experience with current versions of Windows Operating System (Win 10, 11)
- Knowledge of VOIP systems

## **PHYSICAL REQUIREMENTS**

- Ability to sit or stand for long periods of time
- Ability to reach, bend and stoop
- Physical ability to lift and carry up to 20 lbs.

## **HIPAA/COMPLIANCE**

- Maintain privacy of all patient, employee and volunteer information and access such information only on as need to know basis for business purposes.

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- Comply with all regulations regarding corporate integrity and security obligations. Report Unethical, fraudulent or unlawful behavior or activity.

I acknowledge that I have read and understand this job description. My signature below certifies that I am able to perform the essential duties and responsibilities of this position. I have also discussed any accommodations that I feel I might need to allow me to perform these essential functions. Additionally, I agree to abide by the policies and procedures established by Health Center Partners of Southern California.

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Signature

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Date

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Employee Name (please print)