



Valley Community Healthcare

Job Description

Position:	Helpdesk Support Analyst
Reports to:	Director of IT
Hours:	40 hours per week Full Time
FLSA Status:	Non-Exempt

Job Summary:

Under the direction of the Director of IT the Helpdesk Support Analyst is responsible for assisting staff with technical support of desktop computers, applications, and related technology. Support includes specification, installation, and testing of computer systems and peripherals within established standards and guidelines. In addition, must have the ability to solve problems and provide assistance to users regarding the operation of computer hardware, software, and network technology.

Essential Job Duties:

- Provides excellent customer service at all times to internal and external customers and users.
- Works with our Support team as appropriate to determine and resolve IT issues within the organization.
- Interact with numerous computer platforms in a multi-layered client server environment. Ensure desktop computers interconnect seamlessly with diverse systems including associated terminal servers, file servers, email servers, application servers, and administrative systems.
- Interfaces with multiple departments. Establishes effective business relationships with all levels of management and staff.
- Instructs end-users on the use of personal computer hardware and software and the use of the business system software.
- Additional responsibilities assigned as necessary
- Troubleshooting and resolution will include software, hardware and communications issues related to a variety of workstation applications, including Microsoft Office. You may also be asked to perform new assignments as delegated by the Team lead, Supervisor, Service Desk Manager or Program Manager.
- Provide support to our end-users by maintaining, troubleshooting and repairing computer systems, hardware, and computer peripherals.
- Provide prompt technical support to program staff and volunteers on VCHCare staff, responding to user questions received by telephone, email and in person.

- Maintain working knowledge of the VCHCare system.
- Work with supervisor and program staff to identify and implement program and indicator updates.
- Experience working with multi-tiered ticket handling/resolution systems
- Provide tier 1 and tier 2 IT support
- Ability to display tact and good judgment in dealing with varying situations
- Good communication and interpersonal skills
- Provide telephone, face-to-face and online support to customers
- Connect users to networks and provide initial training in facilities and applications
- Ability to communicate technical information to nontechnical personnel.
- Provision and maintain phones and users in VoIP system
- Manage and monitor internal assets to ensure accurate inventory records
- Configure and relocates computer equipment as required.
- Must be able to work independently and in a group setting

Education and Qualifications:

- A+/ Net+ Certification and/or equivalent progressive experience in IT, preferably in a healthcare facility with a federally funded health center doing business in California.
- MCP or any Microsoft certification **Required**
- Experience with Outlook 2007 and 2010 **Required.**
- Experience in customer service support in a Call Center environment
- Analytical techniques to diagnose user problems and offer corrective actions.
- Ability to communicate effectively in order to solve problems reported by end-users.
- Experience working in a IT services company a PLUS

***Responsibilities and tasks outline in this document are not exhaustive and may change as determined by the needs of the company.**

VALLEY COMMUNITY HEALTHCARE IS AN EQUAL OPPORTUNITY EMPLOYER