



Gibson Area Hospital & Health Services

GIBSON GETS IT

July 11, 2019

JOB DESCRIPTION

JOB TITLE: COMPUTER ANALYST I

DEPARTMENT: INFORMATION TECHNOLOGY

GENERAL SUMMARY

Under the general supervision of the Director of Information Technology, Computer Analyst I is responsible for establishing Tier I and Tier II support. In addition the Computer Analyst I will build relationships with computer end users, managing the end user computer experience, managing workstation protection software, managing imaging software and maintaining an accurate asset inventory and location for all computer equipment and peripherals. Computer Analyst is also responsible for development and management of computer equipment cycling plan, preventative maintenance plans and submits an annual capital procurement plan for end user workstations.

GIBSON AREA HOSPITAL & HEALTH SERVICES MISSION STATEMENT

To provide personalized, professional healthcare services to the residents of the Communities we serve.

PRINCIPLE DUTIES AND RESPONSIBILITIES

1. Provide Tier I and Tier II computer support for both hospital and clinic users.
2. Manage the Help Desk Operations and provide excellent customer service and problem solving skills to correct end user problems.
3. Develops and installs solutions that meet end user computer needs.
4. Logs and tracks IT support activity using the Ticketing System.
5. Works on behalf of the computer end user to resolve problems and issues with computerized solutions including taking first call for all software which runs on the end user computer and escalates as appropriate.
6. Effectively prioritizes work. Resets priorities as required.
7. Establishes Service Line Agreements (SLA's) by setting clear service expectations and meeting those expectations.

8. Monitors and documents all end user computers health. Involves the correct IT/EMR resource if issues are observed and escalation is required.
9. Observes and recommends improvements to better utilize our end user computer equipment.
10. Provides end user computer education and training as required.
11. Maintains inventory of all end user hardware components and all software loaded on end user computer workstations including license information and asset tag numbers.
12. Provides assistance to the IT System Analyst and IT Infrastructure Analyst with problem resolution, hardware deployment and maintenance of an accurate network connection database including IP number.
13. Develops process for end user computer equipment relocation requests which meet the needs of the organization.
14. Establishes a preventative maintenance program for all end user computer equipment.
15. Develops and follows an effective cable management program for all end user computer workstation installs. Cables must be neatly managed and not on the floor.
16. Develops and maintains an effective check out, tracking and maintenance program for all audio visual equipment.
17. Insures workstations have the appropriate software to protect our data infrastructure from harm. This includes antivirus, spyware and all other forms of malware and infections.
18. Manage the Imaging process for desktop and laptop computers in a manner which meets HIPAA security requirements.
19. Establishes a written program to keep end user computer equipment refreshed by user type. Obtain longevity from equipment by moving useful equipment into lessor roles.
20. Provides input for the development of strategy and planning for future budgeting of end user computer hardware.
21. Sets and abides by end user computer equipment procurement and deployment standards agreed upon by the IT Department.
22. Educates end users on how to follow safe and effective file management practices including maintenance of what is stored.
23. Maintains knowledge current by suggesting attendance at in-service workshops, seminars or classes.
24. Provides input to all end user computer policies and procedures.
25. Participates in the on-call schedule for the IT department.
26. Performs other duties as assigned by the Director of IT.

GENERAL SKILL REQUIREMENTS

In addition to the Essential Functions and Qualifications listed above, to perform the job successfully an individual must also possess the following General Skill Requirements.

- Adaptability – Adapts to changes in the work environment; Manages competing demands; Accepts criticism and feedback; Changes approach or method to best fit the situation; ability to work with frustrating situations; work under pressure and on an

irregular schedule such as unscheduled overtime, unanticipated changes in work pace; Works with numerous distractions.

- Attendance and Punctuality – Schedules time off in advance; Begins working on time; Keeps absences within guidelines; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- Communications – Expresses ideas and thoughts verbally; Express ideas and thoughts in written form; Exhibits good listening and comprehension; Keeps others adequately informed; Selects and uses appropriate communication methods.
- Cooperation – Establishes and maintains effective relations; Exhibits tact and consideration; Displays positive outlook and pleasant manner; Offers assistance and support to co-workers; Works cooperatively in group situations; Works actively to resolve conflicts.
- Job Knowledge – Competent in required job skills and knowledge; Exhibits ability to learn and apply new skills; Keeps abreast of current developments; requires minimal supervision; Displays understanding of how job relates to others; Uses resources effectively.
- Judgment – displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions; ability to work with and maintain confidential information.
- Problem solving – Identifies problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Resolves problems in early stages; Works well in group problem solving situations.
- Quality – Demonstrates accuracy and thoroughness; Displays commitment to excellence; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- Quantity – Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly; Achieves established goals.
- Concentration – Maintains attention to detail over extended period of time; continually aware of variations in changing situations.
- Supervision – ability to perform work independently or with minimal supervision.

PHYSICAL REQUIREMENTS

1. Work requires the ability to lift and carry boxes and computer equipment up to 25 pounds.
2. Work requires ability to sit at a computer for long periods of time. (1-2 hours at a time).
3. Work requires communication abilities necessary to gather and exchange information with customers on a daily basis.

4. Excellent telephone and public relations communication skill required, often in pressure situations.
5. Visual acuity to proof-read and check typed and handwritten documents for accuracy daily.
6. Ability to use a computer to enter, retrieve and/or report data.
7. Auditory acuity to communicate with customers effectively and in confidence.
8. Ability to function professionally in stressful and space-limited conditions.

REPORTING RELATIONSHIP

Reports directly to the Director of Information Technology, has no responsibility for leading or supervising others within the department.

EDUCATION, KNOWLEDGE AND ABILITIES REQUIRED

1. Minimum of Associates Degree with some basic knowledge of computer systems and hardware, in lieu of degree equivalent work experience will be considered.
2. Minimum 2 to 3 years experience in computer related job or field.
3. Proficient in Microsoft Word, Excel, Outlook Email and Power Point.
4. Proficient with Windows workstation operating systems.
5. Understanding with basic fixed and wireless Networking concepts.
6. Knowledge of Windows Active Directory.
7. Willingness to learn new tasks daily.

Please apply to this position by finding it in the job posts at following the link: <https://www.gibsonhospital.org/about-us/employment>