



IT SUPPORT ANALYST JOB DESCRIPTION

Date: 5/5/2021	Prepared By: Human Resources		
Position Title: IT Support Analyst		Department: Administration	
Exempt: <input type="checkbox"/> Non-Exempt: <input checked="" type="checkbox"/>		Compensation and Benefits: Hourly rate \$20-\$30. Benefits include: Health, Dental, Vision, Retirement, paid time off, Short and Long Term Disability, EAP	
Reports to: IT Systems Admin			

Frequent Internal Contacts:	Staff	CEO/CFO/COO	Board of Directors
Frequent External Contacts:	Vendors	General Public	Government agencies

Number of Employees under Supervision and Titles: n/a

Job Summary: The IT Support Analyst provides first level triage in our ticketing system, escalating issues as needed, is responsible for updating/reimaging District equipment, and troubleshooting a variety of technical issues related to equipment, VOIP, the network, and servers.

Values Based Expectations

Expected to act in accordance with our Mission, Vision and Values at all times.

Mission:

Provides skilled, professional and compassionate Emergency Medical Service (EMS) to our community.

Vision:

To be a world leader in out-of-hospital healthcare.

Values:

Integrity

Be honest, committed, and consistent in your words and actions.

Excellence

Strive to continuously improve knowledge, practice and skills.

Community

Be helpful, compassionate, and respectful in all interactions.

Patient Advocacy

Act in the best interest of your patients.

Professionalism

Be loyal, ethical and team oriented.

Essential Duties and Responsibilities:

- Provide first level triage in IT Help Desk ticketing system, escalating issues as needed
- Manage mobile technology and connectivity on District devices
- Image/reimage hardware to deploy
- Manage the back-end framework and support of the employee platform portal
- Manage process for software updates on District equipment, ensuring updates are installed and up to date

NOTE: This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job. Other duties may be assigned.

- Troubleshoot VOIP phones and software bugs/errors
- Troubleshoot network related issues
- Follow up with employees to ensure their systems are functional
- Liaise with vendors and contractors, purchase IT equipment, software, and maintain active licenses and subscriptions.
- Be available to answer staff questions on hardware and software questions from staff on various platforms

Essential Responsibilities Related to Client Privacy

- Expected to protect the privacy of all patient information in accordance with the District’s privacy policies, procedures and practices as required by federal and Colorado law and in accordance with general principles of professionalism as a healthcare provider.
- May access protected health information and other patient information only to the extent that is necessary to complete job duties. May only share such information with those who have a need to know specific patient information to complete their job responsibilities related to treatment, payment or other company operations.
- Encouraged and expected to report, without the threat of retaliation, any concerns regarding the District’s policies and procedures on patient privacy and any observed practices in violation of that policy to the designated Privacy Officer.
- Expected to actively participate in the District’s privacy training and is required to communicate privacy policy information to coworkers, students, patients and others in accordance with District policy.

Qualifications:

- High School Diploma or equivalent
- 2+ years’ experience in a comparable position
- Experience with:
 - WINDOWS OPERATING SYSTEMS
 - APPLE/MAC OPERATING SYSTEMS
 - CLOUD-BASED TECHNOLOGIES
 - NETWORKING/INSTALLATION
 - HARDWARE / IMAGING
 - MICROSOFT OFFICE SUITES
 - MULTIFUNCTION PRINTER/SCANNER/FAX
 - TICKETING SYSTEMS
- Experience maintaining and troubleshooting PC desktops/Laptops and mobile devices
- Ability to work effectively with staff, providers, external agencies and the general public
- Ability to drive to all ECPS stations throughout the county as needed

Essential knowledge, skills and abilities needed for position:			
Area	Comments	Required	Preferred
Education	High School Diploma or equivalent	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Computer Operations	Proficient computer skills; the ability to type, keyboard, navigate in various programs. See above for more information	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Language and Communication Skills	Ability to communicate orally with a wide range of individuals, in various and potentially stressful situations.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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	Ability to read and interpret documents such as processes, protocols and procedure manuals. Ability to write meeting minutes, routine reports and correspondence with a high degree of professionalism and accuracy. Ability to effectively interact and communicate with vendors, co-workers and District staff.		
Reasoning Skills	Ability to solve practical problems using reason and logic. Ability to research standard practices and provide recommendations. Must practice sound decision-making skills.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Mathematical Skills	Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Emotional Effort	Work environment can be hectic with exposure to highly emotional and stressful situations. Must be able to remain calm and professional in all interactions. Must be able to maintain confidentiality and discretion.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Physical Demands

PHYSICAL ACTIVITIES REQUIRED				
Activities	NONE	UP TO 1/3	1/3 to 2/3	2/3 OR MORE
Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sitting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Driving, in all weather conditions	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching with hands and arms	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Typing, using a keyboard or tablet, writing with a pen and paper	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Climb or balance (such as stairs)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stoop, kneel, crouch or crawl	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Talk and hear, in variable conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Taste or smell	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reading papers or on a computer screen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lifting up to 20 pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lifting between 21- 49 pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lifting up to 50 pounds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ACKNOWLEDGEMENT:

I acknowledge receipt of this job description. I understand that signing this job description does not create a contract of employment nor guarantee employment for any definite period of time.

By signing below you signify that you have read the job posting and you understand, are able and willing to perform the essential functions and duties of the position with or without reasonable accommodation.

NOTE: This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job. Other duties may be assigned.

Applicant's Name

Applicant's Signature

Date

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